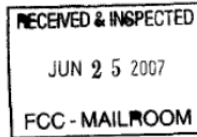


Appendix J:
Copies of Complaint Logs from 2008-2012

OKLAHOMA TELEPHONE ASSOCIATION

301 N.W. 63rd Street, Suite 410
Oklahoma City, Oklahoma 73116
(405) 840-1800
Facsimile (405) 840-2377
e-mail: ota@brightok.net



June 21, 2007

~~ENCLOSURE~~

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

RE: Complaint Log for Oklahoma – CG Docket No. 03-123

Dear Ms. Dortch:

Enclosed please find an original and four copies of the complaint log summary for the period June 2006 to May 2007 for the State of Oklahoma. Also, enclosed is a diskette of the above.

If further information is needed, I can be reached at the above phone number and address.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert E. Stafford".

Robert E. Stafford
Executive Vice President
Oklahoma Telephone Association

Encl.

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Serving the Oklahoma Telecommunications Industry Since 1935

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JUN 25 2007

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Complaint Tracking for OK (06/01/2006-05/31/2007). Total Customer Contacts: 25

| Date of Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|----------------|---|--------------------|---|
| 06/02/06 | VCO caller dialed into the relay service, and got the GA from the agent, gave the number to dial but the agent never typed anything back. | 06/02/06 | Apologized for the problem and informed the caller that someone would be meeting with the agent to discuss this. No follow up requested. Met with agent, who did not remember this incident. Also stated he would not ignore a customer nor hang up. Coached agent on the severity of hanging up a customer, resulting in and including termination. |
| 06/06/06 | OK voice customer reported that she was getting TTY tones when dialing 711 (she is branded correctly as voice) or reaching speech to speech operators who tell her they cannot process the call. | 06/06/06 | Apologized for inconvenience. Checked branding. Trouble ticket was opened, but we were unable to reproduce the problem. This complaint is closed due to no request for follow up by the customer. |
| 07/05/06 | CapTel customer called in to complain about disconnect/reconnect problems during calls. | 07/05/06 | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnect might occur and sent email with tips to reduce occurrence. |
| 08/08/06 | VCO customer called to report that she has been unable to read anything on her VCO Ameriphone since last night (Aug. 7), due to garbled messages. Her (several) calls to CS were all completely garbled, but when she called in directly, the garbles were not present. | 08/09/06 | Apologized for inconvenience. Referred to Ameriphone. Opened IT XXXXXX. Follow-up requested. Problem cannot be reproduced on our end. Suspect issue has to do with Ameriphone unit. Contacted customer; phone rang, but no response. Attempted two additional contacts. No response by the customer. Trouble ticket was closed on Aug. 9 with center unable to reproduce problem. |
| 10/02/06 | Caller claimed the agent said that she did not believe he was calling someone deaf or hard of hearing. Caller was trying to call his daughter on her Sidekick, a hand-held paging device. When the number was dialed, CA heard regular phone touch tones. | 10/02/06 | Met with the CA. She explained that she did not say that she didn't believe he was calling someone deaf; just that the phone was not being answered with tones or any way to connect. The customer kept insisting that the CA connect, and she tried to explain that the person on the other line was not picking up with any device that she could connect to. Coached CA to ensure that next time she explains more clearly to the customer so that he fully understands. |
| 10/27/06 | CapTel customer called to complain about waiting for an available operator when calling on a CapTel phone. Customer received recording of waiting for the next available operator. | 10/27/06 | Apologized for incident to customer, explained it was temporary and advised customer to have caller to stay on line. Calls are to be answered within required answer time for the day. |
| 10/29/06 | Voice customer called stating that during the conversation, the agent would not say GA at all. When asked about it, the customer said the agent told her relay does not use GA anymore. The customer also stated the agent repeatedly had to pace the customer. | 10/30/06 | This CA did not work on this day. Could not provide coaching to the right agent without the appropriate agent number. Customer did not leave name or number to follow up, so there was no way of identifying the correct agent. |

| Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---------|---|--------------------|---|
| 1/03/06 | VCO customer told CA that she was using her Sprint Prepaid Phone Card for a long distance call. Relay operator dialed out quickly, and didn't type information regarding minutes on card or other relevant details. After the call was over, VCO caller asked operator if she used the prepaid card to make the call. Operator stated that she forgot. Operator also advised that the long distance call was local. Customer stated the call was from OK to her daughter in AR, and knows the call was long distance. Customer stated that she does not want agent to get into trouble, but wants the agent to process the call correctly and was not sure why it wasn't done without problems in past. | 11/08/06 | Customer Service apologized for the problem and entered a customer database note indicating caller uses prepaid card and offered credit if charged by Sprint. Customer requested contact. Agent was coached by Team Leader on how to process prepaid calling cards and to ask supervisor for help if questions arise. Trainer will retrain agent. Customer has been contacted and is satisfied with resolution. |
| 1/10/06 | OK TTY ASCII user frequently makes calls to wife's cell phone through OK Relay. Customer is getting all circuits busy. The cell phone is not in use when the customer tries to call it. Customer wanted a follow up. | 03/22/07 | Customer Service apologized to the customer. A technician was dispatched to resolve this issue after several trouble tickets and troubleshooting over the phone with ASCII user's wife. This issue was resolved on 3/28/2007 by the technician. |
| 1/03/07 | ASCII user called to complain that he could use the ASCII relay service. | 03/22/07 | Relay Customer Service apologized for the problem and assured the consumer that a trouble ticket would be turned in as stated. Trouble Ticket XXXXX was closed. Customer Service was able to hear ASCII tones when calling the customer during a test call. |
| 1/06/07 | Voice customer made several attempts to contact relay. When she asked to speak to a supervisor, the operator laughed at her and was overheard saying, Yeah, she's yelling at me for no reason. | 01/06/07 | Entered complaint in computer and referred to proper trainer. Supervisor was able to speak with customer and stated customer was already angry prior to reaching this agent due to having a hard time reaching relay, and the supervisor apologized for the inconvenience. Supervisor did not hear agent voicing, Yeah, she's yelling at me for no reason. However, the agent was coached on making sure such comments were kept to self. Agent understands. Point of Contact made 3 unsuccessful attempts (1/15/07 @ 12:15 pm, 1/26/07 @ 1:45 pm and 1/29/07 @ 9:55 am) to contact customer regarding this issue. Contact closed due to inability to reach customer. |
| 1/29/07 | Voice customer is not able to place a relay call from their toll free number. | 01/29/07 | Relay Customer Service apologized and opened Trouble Ticket XXXXX. Conducted test calls, but was unable to reproduce the problem. No follow up was requested, therefore the complaint has been closed. |
| 1/30/07 | TTY consumer called in at 2:02 PM and stated that the voice party she called through relay informed her that the operator was slow and wouldn't read what consumer typed, stating things such as The person is still typing. Consumer stated that the voice caller knew that she was a fast typist and couldn't understand why the operator was taking so long. Customer declined a follow up call. | 01/30/07 | Customer Service apologized and informed the customer that the agent's supervisor would be notified right away so that the agent could be coached. It should also be noted that the supervisor who took this complaint observed the customer was indeed a very fast typist. Agent is no longer working for the relay service, therefore follow up is not possible. |

| Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---------|---|--------------------|---|
| 1/03/06 | VCO customer told CA that she was using her Sprint Prepaid Phone Card for a long distance call. Relay operator dialed out quickly, and didn't type information regarding minutes on card or other relevant details. After the call was over, VCO caller asked operator if she used the prepaid card to make the call. Operator stated that she forgot. Operator also advised that the long distance call was local. Customer stated the call was from OK to her daughter in AR, and knows the call was long distance. Customer stated that she does not want agent to get into trouble, but wants the agent to process the call correctly and was not sure why it wasn't done without problems in past. | 11/08/06 | Customer Service apologized for the problem and entered a customer database note indicating caller uses prepaid card and offered credit if charged by Sprint. Customer requested contact. Agent was coached by Team Leader on how to process prepaid calling cards and to ask supervisor for help if questions arise. Trainer will retrain agent. Customer has been contacted and is satisfied with resolution. |
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| 1/29/07 | Voice customer is not able to place a relay call from their toll free number. | 01/29/07 | Relay Customer Service apologized and opened Trouble Ticket XXXXX. Conducted test calls, but was unable to reproduce the problem. No follow up was requested, therefore the complaint has been closed. |
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| Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|---------|---|--------------------|---|
| 1/13/07 | Customer called to say that this agent needs more training and that the agent can't spell. | 04/26/07 | Apologized to customer and informed customer this would be passed along to agent's supervisor. Complaint forwarded on to correct center. Supervisor met with agent and they addressed some technical issues such as text jumping on the screen. Advised agent to call for supervisor immediately if technical issues occur. Also, supervisor and agent discussed how to focus on typing and accuracy. |
| 1/01/07 | Agent disconnected VCO caller during an important call. Possible technical issue. | 05/01/07 | Supervisor had a discussion with the operator. Supervisor is concerned there is not enough detailed information about what transpired, especially since the operator has no recollection of the call. The customer contact stated the complaint was filed on April 30th at 8:35 AM, but the operator did not work on this date until 9:15 AM. Customer did not leave a contact name or number to follow up. |
| 1/01/07 | Agent disconnected VCO caller. Possible technical issue. Complaint was filed on 4/30/07 at 8:35 am. | 05/01/07 | Supervisor met with agent who stated she or he would never disconnect a call and is aware of the importance of reporting any technical difficulty that may result in disconnects. No follow up requested. |
| 1/01/07 | Agent disconnected VCO caller. | 05/01/07 | Forwarded to proper center for follow up. Talked to agent, who did not remember the specific call, but did recall a call where the agent needed to inform the outbound voice caller that the caller had disconnected in the middle of a call. Agent was unsure if the caller hung up or the call dropped due to technical problems. Customer did not give contact information to customer service, therefore RPM is unable to follow up with the customer to ensure satisfactory resolution. Complaint has been closed. |
| 1/09/07 | TTY customer stated the agent hung up while customer was typing. Told customer we appreciate their business. Customer did not want a call back. | 05/09/07 | Apologized to the customer and informed them that contact will be forwarded to the agent's supervisor for immediate follow up. In meeting with the agent, the agent did not recall any calls that had technical problems. Agent was quizzed on what to type to the TTY if the voice caller hung up, whether inbound or outbound. Agent showed knowledge of correct information and call processing. |

DOCKET NO. 03-123

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DISK

OKLAHOMA TELEPHONE ASSOCIATION

301 N.W. 63RD Street, Suite 410
Oklahoma City, Oklahoma 73116
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Facsimile (405) 840-2377
e-mail: ota@brightok.net

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June 18, 2008

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Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

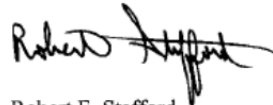
RE: Complaint Log for Oklahoma – CG Docket No. 03-123

Dear Ms. Dortch:

Enclosed please find an original and four copies of the complaint log summary for the period June 2007 to May 2008 for the State of Oklahoma. Also, enclosed is a diskette of the above.

If further information is needed, I can be reached at the above phone number and address.

Sincerely,



Robert E. Stafford
Executive Vice President
Oklahoma Telephone Association

Encl.

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JUN 20 2008
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OKLAHOMA
FCC COMPLAINT LOG
2008

Complaint Tracking for OK (06/01/2007-05/31/2008). Total Customer Contacts: 26

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|-------------------|--|--------------------|--|
| 1 | 05/28/08 | Set up - General | 05/28/08 | Advised checking to make sure power adaptor cord securely plugged into CapTel. This resolved customer's experience. |
| 2 | 05/20/08 | Set up - General | 05/20/08 | Explained line requirements for second line of CapTel and explained how to set up the CapTel phone for use in 2 Line Mode. |
| 3 | 05/15/08 | Consumer education - general | 05/15/08 | Explained that CapTel can be used for a 2-hour conference call, and also explained what she would see if the call were switched from one captionist to another. |
| 4 | 05/14/08 | Set up - General | 05/14/08 | Advised customer to turn off 2 Line mode in the menu of the CapTel phone due to customer using one phone line with CapTel. |
| 5 | 05/13/08 | Set up - General | 05/13/08 | Advised customer to turn off 2 Line mode in the menu of the CapTel phone due to customer using one phone line with CapTel. |
| 6 | 05/13/08 | Customer said operator not typing well | 05/13/08 | Floor supervisor observed the agent's screen. All typing appeared to be accurate. It is suspected that there was a garbling issue on the customer's device. Changed to a technical issue rather than agent error. Non agent error and no action taken. |
| 7 | 05/13/08 | Customer states the Communication Assistant disconnected from her at 6:05 PM on May 13, 2008. The voice customer is soft spoken. The Communication Assistant asked her to repeat the number to call. The customer repeated it two more times but "apparently the Communication Agent got frustrated or something" with her and disconnected the line. Apologized. Follow up requested. | 05/14/08 | In this instance, Customer Service department suspected there may have been a technical issue as we found that the workstation where the agent sat yesterday was shut down and work was being conducted on it today. The agent does not recall receiving a call where she did not hear the voice customer. The agent follows the practice to announce twice if she does get a response from the voice customer and to then switch to TTY, she repeated this before disconnecting. 5/14 Email follow up has been completed with the customer explaining our findings. |

| | | | | |
|----|----------|--|----------|--|
| 8 | 05/12/08 | Young girl was calling her deaf friend and complained that the agent hung up on her. Forwarded on to correct center. No follow-up requested. Complaint came in on 5-11-08 at 8 pm. | 05/12/08 | Customer did not request follow-ups. |
| 9 | 04/19/08 | Customer said agent made an awful lot of mistakes. Asked agent twice to slow down because of the mistakes. Customer doesn't think this was garbling, but it could have been, since her text comes into relay garbled many times. | 04/19/08 | Team Leader spoke with this agent and she did remember the call. She said she did slow her typing down twice, but it didn't make a difference. She said she knows that she was spelling the words right, but customer said she wasn't. No action taken. Determined to be a garbling issue and non agent error. |
| 10 | 04/19/08 | Customer said that agent dialed out before getting the "GA" (Go Ahead). | 04/19/08 | Supervisor spoke with agent and the agent said she had waited approximately 30 seconds for the "GA" and one did not come, then she started the call process. Agent followed procedure and did nothing wrong. No action taken. |
| 11 | 04/06/08 | Customer complained that this agent hung up on them multiple times. Apologized to customer. Forwarded complaint to correct center. Complaint came in on 4/7/08 at 07:53 p.m. Customer requested follow-up. | 04/08/08 | Unable to follow up on complaint, due to id# not in our system. |
| 12 | 03/17/08 | Technical - General | 03/17/08 | S57 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls. Customer was reporting incident from prior days. |
| 13 | 01/07/08 | Agent hung up on caller twice at 2:51 pm on 1/7/08. Forwarded complaint on to correct center. Complaint came in at 3:03 pm on 1/7/08. No follow-up requested by customer. | 01/07/08 | The date this situation occurred was the agent's last day of employment. She no longer works for the company, unable to follow up with her regarding this. |
| 14 | 01/04/08 | Agent told caller "Access to long distance is temporarily not authorized. Please call ### (phone number)." Agent then hung up on the caller. Caller felt the agent lied since another agent could place the call. Forwarded to correct center for follow-up. Complaint came in on 1/1/08 at 8:30 pm. No follow-up requested. | 01/04/08 | Followed up with agent emphatically denied having disconnected on the customer. Agent stated that she placed the call and relayed what was heard and the agent was asked to redial a few time before the call was disconnected. Agent demonstrated knowledge on proper call procedure on this regards. |

| | | | | |
|----|----------|--|----------|--|
| 15 | 12/27/07 | Agent had poor spelling. Complaint came in at 5:15 CST on 12/26/07. Forwarded to correct center for follow-up with agent. No follow-ups with customer requested. | 12/27/07 | Discussed with operator. |
| 16 | 12/03/07 | The TTY customer gave the agent the number and preferred long distance carrier. When the agent did not respond, the customer asked, "are you there?" The customer states that his call was disconnected after not receiving any response from the agent. Apologized to the customer and informed him that we would forward this to the appropriate supervisor for follow-up with the agent. No follow-up with the customer requested. | 12/03/07 | The team leader coached the agent of the proper procedures. |
| 17 | 11/19/07 | Customer said agent had terrible spelling. This seems to be a technical issue because customer read back an example of what agent typed and the message was garbled rather than misspelled. Non agent error. No action taken. | 11/19/07 | No action taken. Garbling on both sides. Non agent error. |
| 18 | 11/19/07 | This agent sent wrong macros and had very bad spelling. Then agent disconnected the call. No follow-ups requested. | 11/19/07 | Agent # listed in the complaint is not a valid number for any of our agents. |
| 19 | 11/19/07 | Customer stated that on 11/17/07 the operator did not respond to anything the customer was saying and then the call disconnected. Customer believed the operator hung up on her. Apologized to the customer and informed her the operator will be spoken to by a supervisor about this. Customer is satisfied and does not want a follow up call. | 11/19/07 | Agent did not remember the call. Educated agent on following proper procedures before disconnecting a call when a response is not received the customer. |
| 20 | 11/12/07 | Voice user complained her TTY user friend still received Sprint charges for some calls but has ATT as Carrier of Choice. Apologized, verified ATT selected, explained Sprint is working to obtain correct coding from ATT for relay customers. Reminded caller again what information is necessary, so TROUBLE TICKET can be submitted and suggested using printer on Long Distanced calls to obtain this. Customer did not request contact. | 11/12/07 | This complaint appears to be resolved. Agent ID number was not listed, therefore a center cannot be contacted regarding this issue. |
| 21 | 11/09/07 | Outbound customer complained about agent typing verbatim the profanity word and said she didn't say it. The agent told supervisor that it was whispered so she typed it. | 11/09/07 | Agent followed procedure by typing everything heard. No action taken. |

| | | | | |
|----|----------|---|----------|--|
| 22 | 09/29/07 | A voice customer has a phone number that is branded to be answered voice when she called in using 711. The Customer Service Representative has checked the profile and the line is branded for voice yet when voice customer dialed 711 and the call is answered by TTY. Today on 9-29-07 the voice customer called in and the line was answered by TTY. She waited for the call to cycle through to voice as she has been instructed to do so before but the line never cycled through. She would like to be called back by TTY at her number for an update on the solution. | 09/29/07 | Trouble Ticket was assigned to this complaint. Customer was re-branded as a voice user for 711 calls. |
| 23 | 09/19/07 | Customer stated that she is experiencing extreme garbling throughout the calls during any time of the day and that every once in a blue moon she'll receive a readable text. Lowering the typing speed doesn't really help at all. Would like to get this resolved. Her customer note instructs the agent to lower the typing speed to 40 words per minute and during the course of my conversation, she apparently was able to read my texts. Apologized for the inconvenience and assured her that this will be forwarded to appropriate personnel for a resolution. Customer wishes a follow up via phone by Sprint Account Manager. | 09/19/07 | Relay Program Manager attempted to contact TTY customer three times on 9/24/2007, 9/26/2007 and 10/1/2007. RPM called directly the first two times and the last time through an interpreter to call through the relay. Each time, there was garbling and Relay Program Manager could not reach customer. This seems to be an equipment issue, not a relay issue. Relay Program Manager will attempt to find an address for customer to relay information to her by letter. |
| 24 | 06/12/07 | Voice Carry-Over customer unable to call employee's cell phone numbers via OK Relay. The Relay operator heard a recording that the numbers were no longer in service but the call can be completed from a land line without any problem. (advised Trouble Ticket, and complaint would be entered). Customer requests contact as soon as possible. | 07/22/07 | This is a problem with the cell phone service provider. The message listed is a US Cellular RVA and not a Sprint network issue. Customer's employer may need to verify with Sprint PCS that their number has been moved and updated. This may also be an issue with the way the call routing is handled for the customer, i.e. Sprint network has not been updated to reflect correct call routing for this number. Again this will require a call to SPRINT PCS customer service to verify customer call routing. Relay Program Manager tried to reach customer at the contact number on 6/18/2007, 2 pm, 7/6/2007, 7 pm and 7/16/2007 at 7:15 pm. Left voice mail each time and asked customer call back. No response to date. |
| 25 | 06/04/07 | Voice customer asked for clarification about how Relay works and requested to speak with a supervisor. The supervisor was not available and the operator transferred to Customer Service. The customer stated she was treated poorly. (Complaint taken by MA Relay Customer Service) Customer requests contact at Monday 6-4-07 or Tues 6-5-07 before 9 p.m. | 06/05/07 | Team Leader met with agent. Agent had already mentioned this call to Team Leader on Sunday when she received it. Agent felt the customer was upset and wanted supervisor to know that there might be a complaint. Customer service is the correct place to transfer someone who needed more clarification of the service as they do provide that type of information. Team Leader did caution agent on her tone of voice. She could come across as unfriendly and reminded agent that a smile can make all the difference in tone of voice. Agent understands. Team Leader called customer on 6/4/07 at 7:00 pm. Customer was satisfied. |

| | | | | |
|----|----------|--|----------|---|
| 26 | 06/03/07 | Agent asked for calling to number and then never rang my number. Wondering what happened, maybe technical?? -No follow up needed | 06/03/07 | Agent said he did not have any call like this. He had a couple of calls that did an ASCII search and no one was there, but nothing from Oklahoma. Possible technical problem. |
|----|----------|--|----------|---|

DOCKET NO.

03-123

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The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

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OKLAHOMA TELEPHONE ASSOCIATION

3700 N. Classen Blvd., Suite C35
Oklahoma City, Oklahoma 73118
DOCKET FILE COPY JUN 13 2009
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Facsimile (405) 525-7707
e-mail: ota@brightok.net

Received & Inspected

JUN 24 2009

FCC Mail Room

June 22, 2009

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

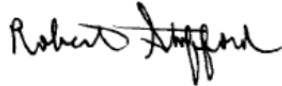
RE: Complaint Log for Oklahoma – CG Docket No. 03-123

Dear Ms. Dortch:

Enclosed please find an original and four copies of the complaint log summary for the period June 2008 to May 2009 for the State of Oklahoma.

If further information is needed, I can be reached at the above phone number and address.

Sincerely,



Robert E. Stafford
Executive Vice President
Oklahoma Telephone Association

Encl.

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Serving the Oklahoma Telecommunications Industry Since 1935

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JUN 24 2009
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Oklahoma
FCC Complaint Log 2009

Complaint Tracking for Oklahoma (06/01/2006-05/31/2009). Total Customer Contacts: 15

| Tally | Date of Compl. | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|----------------|--|--------------------|--|
| 1 | 06/07/08 | A VCO customer complained about garbling. | 06/07/08 | The garbling appeared to be only on the VCO user's TTY. The agent was typing correctly and spelling accurately. Not agent error, no action was taken. Technical issue |
| 2 | 06/07/08 | The agent would not respond to a TTY caller placing an International call. | 06/07/08 | The complaint was forwarded to the agent's supervisor for coaching on processing international calls, asking for help, and following customer instructions. The supervisor will call the customer after resolution. Team Leader met with the agent and coached them on the procedures for processing international calls. The agent apologized for the inconvenience to customer. The supervisor called the customer on 6/12/08. |
| 3 | 07/18/08 | A voice caller complains she has been unable to reach a Oklahoma VCO user via Oklahoma Relay recently. I apologized, performed a successful test call via relay, and referred the VCO user to the equipment program. I let both parties know that I would submit a trouble ticket to relay technicians. No follow-up contact wanted. | 07/18/08 | The Relay Program Manager did not understand the resolution in the ticket and contacted the Customer Service Representatives to clarification. Once RPM receives a resolution, RPM will close the complaint. A fix for the garbling issue was pushed with the last Phoenix release. The fix will eliminate the majority of the garbling problems experienced by customers. Using the customers dialing information, the Customer Service Representative placed multiple test calls from the OK LATA to the OK Relay Service with no garbling. Also tested inbound dialing using DNS for VCO and 711 numbers at the agent position. |
| 4 | 07/22/08 | Accuracy of captions | 07/22/08 | A customer shared feedback regarding accuracy of captions. The Customer Service representative apologized for the incident and suggested that the customer document the date, time, and CA number on future calls with the same issue. That will allow for more specific follow-up at the captioning center to best determine the cause of the captioning quality issue. The customer agreed to do so. |
| 5 | 08/07/08 | The customer states that the captions lag too far behind the voice. | 08/07/08 | The customer shared feedback regarding the delay of captions during their call. The Customer Service Representative apologized for the incident and thanked the customer for the feedback. The representative also informed them that the information would be shared with the appropriate captioning service staff for follow-up, and suggested the customer document the date, time, and CA number for more specific follow-up in these situations. The customer's experience does not impact compliance with FCC rules for 60 wpm text transmission. |
| 6 | 10-16-08 | An Oklahoma deaf-blind ASCII user was having trouble reaching his wife's cell phone when calling through Relay. When the ASCII user calls via relay they get the wife's voice mail, but when other people call to her cell phone without relay the phone rings and she answers it. Customer service did many test calls and got the same results as the husband. The customer states this started about 2 or 3 weeks ago. Customer Service apologized to the customer and turned in two trouble tickets. The customer's wife would like a return call before 1 pm today on her cell phone. | 10-16/08 | It was actually an issue with the cell phone provider and not the relay. The customer was encouraged to contact her cell phone provider. The case is now closed. |

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| 7 | 01/08/09 | Customer says that the agent cannot spell. | 01/08/09 | Team Leader observed the screen and found only one spelling error in the call. It is determined that the garbling issue was on the customer's side. Not agent error and no action was taken. |
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| 8 | 01/09/09 | Sprint WebCapTel | 01/09/09 | |
| 9 | 01/14/09 | Technical - General | 01/14/09 | Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the Captioning Service. Issue is resolved. |
| 10 | 01/19/09 | WebCapTel Info | 01/19/09 | |
| 11 | 02/05/09 | The customer said they gave the CA their prepaid card information then got no response. They hung up and called back into CA 8725 at the Ohio Relay center at 8:00 am on 04 February 09. This CA processed the call, which reached a foreign language recording then a busy signal. No follow-up was requested. | 02/05/09 | Team leader met with agent and agent said she does not recall receiving this type of call on 2/5. She said she is familiar with the procedure to process prepaid calling card calls. No follow-up was requested. |
| 12 | 03/04/09 | The customer notes say customer will use toll-free calling card to place international calls. The customer gave the agent the prepaid card number, pin number and international number to dial. The customer received no response from the agent and was then disconnected by the agent, which they thought was rudeness on the agent's behalf. I apologized for the inconvenience and forwarded the complaint to the agent's supervisor for follow-up on prepaid calling card procedures. | 03/04/09 | Team Leader coached this agent on the proper way to process an international call using a prepaid calling card. He gave a refresher on prepaid calling cards. The agent apologized for the inconvenience to the customer. |
| 12 | 03/08/09 | The customer said they gave the calling to number and the agent did not respond and hung up. | 03/08/09 | Supervisor followed up with the agent. They did not remember the call specifically but said they did have a call where the TTY message was garbled and when the agent asked the customer to repeat, the inbound caller hung up. This was deemed a technical issue and not agent error. |
| 14 | 04/06/09 | The agent dialed an incorrect number. The customer told the agent number was incorrect and the agent redialed the number without getting permission from the customer. The agent dialed correct number the second time, but never apologized to the customer for the inconvenience. The customer was upset that the agent seemed not to care if the incorrect number was dialed. The complaint was forwarded to a supervisor for follow-up on following customer instructions. The call occurred while the agent was still in training on March 28th at 7:01 pm. | 04/06/09 | A supervisor met with this agent and talked about being polite to customers. The agent did not remember the call but apologized for the inconvenience to the customer. |
| 15 | 04/16/09 | The customer said that relay hung up on him and his party. The customer couldn't remember the agent ID but remembered the number of the supervisor that helped him. | 04/16/09 | The floor supervisor apologized for the inconvenience and advised the customer to write down agent numbers in case something like this happens again. The customer was satisfied with the response. |



DOCKET FILE COPY ORIGINAL

Received & Inspected
JUN 28 2010
FCC Mail Room

June 22, 2010

Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech
Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-
123

Dear Secretary Dortch:

Please find attached, the Complaint Tracking Report for Oklahoma in response
to the above referenced docket. The report is for the time frame from June 1,
2009 through May 31, 2010. There are a total of 16 customer contacts reported.

In its Public Notice, the FCC requests information concerning the total number of
interstate relay calls by type. This information is considered proprietary and
confidential by Sprint, the relay service provider for Oklahoma. It is my
understanding that Sprint will provide information to the FCC concerning the
number of interstate calls. However, Sprint will do so under seal since call
volume information is proprietary and confidential.

If you have any questions or would like to discuss the enclosed report, please
contact me.

Sincerely,

Bob Stafford
Executive Vice President

Attachments

No. of Copies rec'd 0
List ABCDE

3800 N. Classen Blvd. • Suite 215 • Oklahoma City, OK 73118
Tel: 405-525-7700 • Fax: 405-525-7707 • E-mail: ota@brightok.net

Complaint Tracking for OK (06/01/2009-05/31/2010). Total Customer Contacts: 16

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|-------------------|--|--------------------|---|
| 1 | 06/11/09 | A customer said that they gave the agent their calling card information and an international number to dial. The customer did not get a response from the agent for 2 to 3 minutes. Customer Service assured the customer that the Communication Assistant would be coached on the proper way to process calling cards and international calls. | 06/15/09 | The Communication Assistant was unsure of how to process this type of call. He was trying to find the instructions on how to process calling cards while waiting for supervisor assistance. The Communication Assistant was coached on keeping the customer informed or to type "one moment please." He was also coached on proper billing procedures, which include, but are not limited to, calling cards and the dialing out of international phone numbers. |
| 2 | 06/26/09 | A customer said that the Communication Assistant hung up on them in the middle of the call. Apologized for the inconvenience and informed them that this information would be forwarded to the appropriate person. No follow up was requested. | 06/30/09 | The Communication Assistant did not remember this call, but was coached on the importance of not disconnecting calls, and the consequences of doing so. |
| 3 | 06/27/09 | A customer reported that when he tried to place an international call using a phone card, the Communication Assistant did not inform him of anything for 5 minutes. The customer was then told that the line was not ringing. The customer's phone card was charged for 5 minutes. The customer does not believe that the line would not ring because he has never experienced that before. Apologized to the customer, and told him that this information would be forwarded to the appropriate person. The customer requested a follow up. | 06/27/09 | The Team Leader met with the Communication Assistant and coached them on the importance of keeping the customers informed about the status of a call. The Communication Assistant understood. There were several attempts to follow up at the number provided, but there was no answer. |
| 4 | 07/13/09 | A customer said that they provided information for an international call, but that the Communication Assistant typed "thank you" and then hung up. | 07/14/09 | This Communication Assistant Identification number is currently unassigned. The customer did not request a follow up, therefore further investigation is not possible. |
| 5 | 07/20/09 | Captions - stop in middle of call | 07/20/09 | A customer shared that the captions cut off in the middle of their call. A Customer Service Representative investigated, and found that some calls were disconnected/reconnected due to data disruption. The customer did not have the time and date of the call, so it could not be confirmed that this was the cause. The Customer Service Representative suggested that the customer document the date, time, and Communication Assistant identification number of any future calls in order to effectively pinpoint the cause. The customer understood. |
| 6 | 08/03/09 | A customer said that the Communication Assistant did not respond once the outbound line answered, and they only typed the gender and the greeting. Apologized and informed the customer that a Supervisor would follow up with the Communication Assistant. The customer does not want a follow up. | 08/04/09 | The Communication Assistant said that there were technical difficulties on the call. |
| 7 | 09/06/09 | A VCO customer was upset because she requested a supervisor at the end of a call, but the Communication Assistant did not get a supervisor on the line. The VCO customer had to reconnect to relay, and then be transferred to Customer Service. The Customer Service Representative apologized for the situation, and informed the customer that this information would be forwarded to the appropriate individual. No follow up was requested. | 09/06/09 | The Supervisor met with the Communication Assistant who said that she had just taken over the call, typed a few words, and then the call was over. The customer requested a supervisor, but the Communication Assistant gave the customer her identification number before getting the supervisor. The customer then disconnected. It appears that the call was handled appropriately. The Supervisor and Communication Assistant reviewed the importance of quickly informing the customer "one moment please for supervisor" or something |

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| 8 | 10/06/09 | A customer said that prior to dialing out they gave the Communication Assistant a message to voice to a specific person at a restaurant. When that specific person came on the line, the Communication Assistant would not relay the message. Apologized to the customer, and informed them that this would be forwarded to the appropriate person. The customer was satisfied, and did not request a follow up. | 10/06/09 | The Communication Assistant was not at fault, and it was confirmed that they followed the correct call processing procedures. |
| 9 | 12/23/09 | A customer said that the Communication Assistant refused to give a message that had been typed. The customer got angry, and hung up to get a different Communication Assistant. Apologized for the inconvenience, and thanked the customer for the feedback. The customer would like a follow up call. | 12/30/09 | The Communication Assistant did not remember the call or the circumstances. The Supervisor did not feel that there was enough information to clarify the problem. The Communication Assistant was coached to always be sure to relay everything. A follow up call was made to the customer. |
| 10 | 03/16/10 | A customer said that the Communication Assistant dialed incorrect numbers, and therefore messed up their call. The customer's notes state to make international calls. Apologized to the customer, and no follow up was requested. | 03/16/10 | The Team Leader met with the Communication Assistant to go over proper call procedures with specific attention to following customer notes and dialing the exact number provided by the caller. The Communication Assistant understood. |
| 11 | 03/16/10 | The Communication Assistant did not follow the customer's database instructions. The customer's notes state to make international calls. The Communication Assistant dialed the wrong number. Apologized to the customer for the inconvenience. No follow up was requested. | 03/16/10 | The Team Leader met with the Communication Assistant. They did not remember this call, but did demonstrate to the Team Leader that they were able to process a billing card commonly used for international calls. The Team Leader coached the Communication Assistant to have the call documented anytime a customer says the operator dialed a wrong number. |
| 12 | 03/25/10 | A customer said that their message was garbled, and that they asked the Communication Assistant to repeat, but they would not. The customer was thanked for their feedback, and informed that this information would be sent to the appropriate person. The customer would like a follow up call. | 03/29/10 | There was insufficient information, so the contact has been closed. Customer Service attempted to reach the TTY customer several times, but unsuccessfully. |
| 13 | 03/30/10 | Technical - General | 03/30/10 | A customer said that she had difficulty calling a particular number. Technical support added a new area code/prefix combination to the system database which allowed the customer to successfully complete a captioned call through CapTel. It is confirmed that this issue has been resolved. |
| 14 | 04/15/10 | Dial Tone - Not heard | 04/15/10 | A customer's friend stated that the customer's phone is not working. The customer subsequently contacted customer service and reported that her phone was working again. It was confirmed that the customer's experience was resolved. |
| 15 | 04/21/10 | A customer said that during a call they reached an answering machine, and typed a message to be relayed onto the machine. During the message, a live person answered. The customer requested that the message be read to the live person, but the Communication Assistant refused. The supervisor apologized. | 04/21/10 | The Communication Assistant did not remember this call, but was coached on proper procedures. She is now aware that if this situation occurs again, she is able to repeat the message. |
| 16 | 05/25/10 | A customer said that their call went fine, but while saying goodbye to the operator, they received garbling. They asked the Communication Assistant to repeat, but the call as disconnected. The customer was thanked for their feedback. No follow up was requested. | 05/27/10 | The Supervisor spoke to Communication Assistant. She said she did not remember this specific call, but said that if there was garbling she probably assumed that the customer was closing the call. She was coached on always clarifying if there is any type of garbling, and was also reminded of the consequences of disconnecting calls. |

Complaint Tracking for OK (06/01/2009-05/31/2010). Total Customer Contacts: 16

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
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| 7 | 09/06/09 | A VCO customer was upset because she requested a supervisor at the end of a call, but the Communication Assistant did not get a supervisor on the line. The VCO customer had to reconnect to relay, and then be transferred to Customer Service. The Customer Service Representative apologized for the situation, and informed the customer that this information would be forwarded to the appropriate individual. No follow up was requested. | 09/06/09 | The Supervisor met with the Communication Assistant who said that she had just taken over the call, typed a few words, and then the call was over. The customer requested a supervisor, but the Communication Assistant gave the customer her identification number before getting the supervisor. The customer then disconnected. It appears that the call was handled appropriately. The Supervisor and Communication Assistant reviewed the importance of quickly informing the customer "one moment please for supervisor" or something |

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| 11 | 03/16/10 | The Communication Assistant did not follow the customer's database instructions. The customer's notes state to make international calls. The Communication Assistant dialed the wrong number. Apologized to the customer for the inconvenience. No follow up was requested. | 03/16/10 | The Team Leader met with the Communication Assistant. They did not remember this call, but did demonstrate to the Team Leader that they were able to process a billing card commonly used for international calls. The Team Leader coached the Communication Assistant to have the call documented anytime a customer says the operator dialed a wrong number. |
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| 14 | 04/15/10 | Dial Tone - Not heard | 04/15/10 | A customer's friend stated that the customer's phone is not working. The customer subsequently contacted customer service and reported that her phone was working again. It was confirmed that the customer's experience was resolved. |
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Complaint Tracking for OK (06/01/2009-05/31/2010). Total Customer Contacts: 16

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| 3 | 06/27/09 | A customer reported that when he tried to place an international call using a phone card, the Communication Assistant did not inform him of anything for 5 minutes. The customer was then told that the line was not ringing. The customer's phone card was charged for 5 minutes. The customer does not believe that the line would not ring because he has never experienced that before. Apologized to the customer, and told him that this information would be forwarded to the appropriate person. The customer requested a follow up. | 06/27/09 | The Team Leader met with the Communication Assistant and coached them on the importance of keeping the customers informed about the status of a call. The Communication Assistant understood. There were several attempts to follow up at the number provided, but there was no answer. |
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| 1 | 06/11/09 | A customer said that they gave the agent their calling card information and an international number to dial. The customer did not get a response from the agent for 2 to 3 minutes. Customer Service assured the customer that the Communication Assistant would be coached on the proper way to process calling cards and international calls. | 06/15/09 | The Communication Assistant was unsure of how to process this type of call. He was trying to find the instructions on how to process calling cards while waiting for supervisor assistance. The Communication Assistant was coached on keeping the customer informed or to type "one moment please." He was also coached on proper billing procedures, which include, but are not limited to, calling cards and the dialing out of international phone numbers. |
| 2 | 06/26/09 | A customer said that the Communication Assistant hung up on them in the middle of the call. Apologized for the inconvenience and informed them that this information would be forwarded to the appropriate person. No follow up was requested. | 06/30/09 | The Communication Assistant did not remember this call, but was coached on the importance of not disconnecting calls, and the consequences of doing so. |
| 3 | 06/27/09 | A customer reported that when he tried to place an international call using a phone card, the Communication Assistant did not inform him of anything for 5 minutes. The customer was then told that the line was not ringing. The customer's phone card was charged for 5 minutes. The customer does not believe that the line would not ring because he has never experienced that before. Apologized to the customer, and told him that this information would be forwarded to the appropriate person. The customer requested a follow up. | 06/27/09 | The Team Leader met with the Communication Assistant and coached them on the importance of keeping the customers informed about the status of a call. The Communication Assistant understood. There were several attempts to follow up at the number provided, but there was no answer. |
| 4 | 07/13/09 | A customer said that they provided information for an international call, but that the Communication Assistant typed "thank you" and then hung up. | 07/14/09 | This Communication Assistant identification number is currently unassigned. The customer did not request a follow up, therefore further investigation is not possible. |
| 5 | 07/20/09 | Captions - stop in middle of call | 07/20/09 | A customer shared that the captions cut off in the middle of their call. A Customer Service Representative investigated, and found that some calls were disconnected/reconnected due to data disruption. The customer did not have the time and date of the call, so it could not be confirmed that this was the cause. The Customer Service Representative suggested that the customer document the date, time, and Communication Assistant identification number of any future calls in order to effectively pinpoint the cause. The customer understood. |
| 6 | 08/03/09 | A customer said that the Communication Assistant did not respond once the outbound line answered, and they only typed the gender and the greeting. Apologized and informed the customer that a Supervisor would follow up with the Communication Assistant. The customer does not want a follow up. | 08/04/09 | The Communication Assistant said that there were technical difficulties on the call. |
| 7 | 09/06/09 | A VCO customer was upset because she requested a supervisor at the end of a call, but the Communication Assistant did not get a supervisor on the line. The VCO customer had to reconnect to relay, and then be transferred to Customer Service. The Customer Service Representative apologized for the situation, and informed the customer that this information would be forwarded to the appropriate individual. No follow up was requested. | 09/06/09 | The Supervisor met with the Communication Assistant who said that she had just taken over the call, typed a few words, and then the call was over. The customer requested a supervisor, but the Communication Assistant gave the customer her identification number before getting the supervisor. The customer then disconnected. It appears that the call was handled appropriately. The Supervisor and Communication Assistant reviewed the importance of quickly informing the customer "one moment please for supervisor" or something |

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| 8 | 10/06/09 | A customer said that prior to dialing out they gave the Communication Assistant a message to voice to a specific person at a restaurant. When that specific person came on the line, the Communication Assistant would not relay the message. Apologized to the customer, and informed them that this would be forwarded to the appropriate person. The customer was satisfied, and did not request a follow up. | 10/06/09 | The Communication Assistant was not at fault, and it was confirmed that they followed the correct call processing procedures. |
| 9 | 12/23/09 | A customer said that the Communication Assistant refused to give a message that had been typed. The customer got angry, and hung up to get a different Communication Assistant. Apologized for the inconvenience, and thanked the customer for the feedback. The customer would like a follow up call. | 12/30/09 | The Communication Assistant did not remember the call or the circumstances. The Supervisor did not feel that there was enough information to clarify the problem. The Communication Assistant was coached to always be sure to relay everything. A follow up call was made to the customer. |
| 10 | 03/16/10 | A customer said that the Communication Assistant dialed incorrect numbers, and therefore messed up their call. The customer's notes state to make international calls. Apologized to the customer, and no follow up was requested. | 03/16/10 | The Team Leader met with the Communication Assistant to go over proper call procedures with specific attention to following customer notes and dialing the exact number provided by the caller. The Communication Assistant understood. |
| 11 | 03/16/10 | The Communication Assistant did not follow the customer's database instructions. The customer's notes state to make international calls. The Communication Assistant dialed the wrong number. Apologized to the customer for the inconvenience. No follow up was requested. | 03/16/10 | The Team Leader met with the Communication Assistant. They did not remember this call, but did demonstrate to the Team Leader that they were able to process a billing card commonly used for international calls. The Team Leader coached the Communication Assistant to have the call documented anytime a customer says the operator dialed a wrong number. |
| 12 | 03/25/10 | A customer said that their message was garbled, and that they asked the Communication Assistant to repeat, but they would not. The customer was thanked for their feedback, and informed that this information would be sent to the appropriate person. The customer would like a follow up call. | 03/29/10 | There was insufficient information, so the contact has been closed. Customer Service attempted to reach the TTY customer several times, but unsuccessfully. |
| 13 | 03/30/10 | Technical - General | 03/30/10 | A customer said that she had difficulty calling a particular number. Technical support added a new area code/prefix combination to the system database which allowed the customer to successfully complete a captioned call through CapTel. It is confirmed that this issue has been resolved. |
| 14 | 04/15/10 | Dial Tone - Not heard | 04/15/10 | A customer's friend stated that the customer's phone is not working. The customer subsequently contacted customer service and reported that her phone was working again. It was confirmed that the customer's experience was resolved. |
| 15 | 04/21/10 | A customer said that during a call they reached an answering machine, and typed a message to be relayed onto the machine. During the message, a live person answered. The customer requested that the message be read to the live person, but the Communication Assistant refused. The supervisor apologized. | 04/21/10 | The Communication Assistant did not remember this call, but was coached on proper procedures. She is now aware that if this situation occurs again, she is able to repeat the message. |
| 16 | 05/25/10 | A customer said that their call went fine, but while saying goodbye to the operator, they received garbling. They asked the Communication Assistant to repeat, but the call as disconnected. The customer was thanked for their feedback. No follow up was requested. | 05/27/10 | The Supervisor spoke to Communication Assistant. She said she did not remember this specific call, but said that if there was garbling she probably assumed that the customer was closing the call. She was coached on always clarifying if there is any type of garbling, and was also reminded of the consequences of disconnecting calls. |

Complaint Tracking for OK (06/01/2009-05/31/2010). Total Customer Contacts: 16

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|-------------------|--|--------------------|---|
| 1 | 06/11/09 | A customer said that they gave the agent their calling card information and an international number to dial. The customer did not get a response from the agent for 2 to 3 minutes. Customer Service assured the customer that the Communication Assistant would be coached on the proper way to process calling cards and international calls. | 06/15/09 | The Communication Assistant was unsure of how to process this type of call. He was trying to find the instructions on how to process calling cards while waiting for supervisor assistance. The Communication Assistant was coached on keeping the customer informed or to type "one moment please." He was also coached on proper billing procedures, which include, but are not limited to, calling cards and the dialing out of international phone numbers. |
| 2 | 06/26/09 | A customer said that the Communication Assistant hung up on them in the middle of the call. Apologized for the inconvenience and informed them that this information would be forwarded to the appropriate person. No follow up was requested. | 08/30/09 | The Communication Assistant did not remember this call, but was coached on the importance of not disconnecting calls, and the consequences of doing so. |
| 3 | 06/27/09 | A customer reported that when he tried to place an international call using a phone card, the Communication Assistant did not inform him of anything for 5 minutes. The customer was then told that the line was not ringing. The customer's phone card was charged for 5 minutes. The customer does not believe that the line would not ring because he has never experienced that before. Apologized to the customer, and told him that this information would be forwarded to the appropriate person. The customer requested a follow up. | 06/27/09 | The Team Leader met with the Communication Assistant and coached them on the importance of keeping the customers informed about the status of a call. The Communication Assistant understood. There were several attempts to follow up at the number provided, but there was no answer. |
| 4 | 07/13/09 | A customer said that they provided information for an international call, but that the Communication Assistant typed "thank you" and then hung up. | 07/14/09 | This Communication Assistant Identification number is currently unassigned. The customer did not request a follow up, therefore further investigation is not possible. |
| 5 | 07/20/09 | Captions - stop in middle of call | 07/20/09 | A customer shared that the captions cut off in the middle of their call. A Customer Service Representative investigated, and found that some calls were disconnected/reconnected due to data disruption. The customer did not have the time and date of the call, so it could not be confirmed that this was the cause. The Customer Service Representative suggested that the customer document the date, time, and Communication Assistant Identification number of any future calls in order to effectively pinpoint the cause. The customer understood. |
| 6 | 08/03/09 | A customer said that the Communication Assistant did not respond once the outbound line answered, and they only typed the gender and the greeting. Apologized and informed the customer that a Supervisor would follow up with the Communication Assistant. The customer does not want a follow up. | 08/04/09 | The Communication Assistant said that there were technical difficulties on the call. |
| 7 | 09/06/09 | A VCO customer was upset because she requested a supervisor at the end of a call, but the Communication Assistant did not get a supervisor on the line. The VCO customer had to reconnect to relay, and then be transferred to Customer Service. The Customer Service Representative apologized for the situation, and informed the customer that this information would be forwarded to the appropriate individual. No follow up was requested. | 09/06/09 | The Supervisor met with the Communication Assistant who said that she had just taken over the call, typed a few words, and then the call was over. The customer requested a supervisor, but the Communication Assistant gave the customer her identification number before getting the supervisor. The customer then disconnected. It appears that the call was handled appropriately. The Supervisor and Communication Assistant reviewed the importance of quickly informing the customer "one moment please for supervisor" or something |

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| 8 | 10/08/09 | A customer said that prior to dialing out they gave the Communication Assistant a message to voice to a specific person at a restaurant. When that specific person came on the line, the Communication Assistant would not relay the message. Apologized to the customer, and informed them that this would be forwarded to the appropriate person. The customer was satisfied, and did not request a follow up. | 10/06/09 | The Communication Assistant was not at fault, and it was confirmed that they followed the correct call processing procedures. |
| 9 | 12/23/09 | A customer said that the Communication Assistant refused to give a message that had been typed. The customer got angry, and hung up to get a different Communication Assistant. Apologized for the inconvenience, and thanked the customer for the feedback. The customer would like a follow up call. | 12/30/09 | The Communication Assistant did not remember the call or the circumstances. The Supervisor did not feel that there was enough information to clarify the problem. The Communication Assistant was coached to always be sure to relay everything. A follow up call was made to the customer. |
| 10 | 03/16/10 | A customer said that the Communication Assistant dialed incorrect numbers, and therefore messed up their call. The customer's notes state to make international calls. Apologized to the customer, and no follow up was requested. | 03/16/10 | The Team Leader met with the Communication Assistant to go over proper call procedures with specific attention to following customer notes and dialing the exact number provided by the caller. The Communication Assistant understood. |
| 11 | 03/16/10 | The Communication Assistant did not follow the customer's database instructions. The customer's notes state to make international calls. The Communication Assistant dialed the wrong number. Apologized to the customer for the inconvenience. No follow up was requested. | 03/16/10 | The Team Leader met with the Communication Assistant. They did not remember this call, but did demonstrate to the Team Leader that they were able to process a billing card commonly used for international calls. The Team Leader coached the Communication Assistant to have the call documented anytime a customer says the operator dialed a wrong number. |
| 12 | 03/25/10 | A customer said that their message was garbled, and that they asked the Communication Assistant to repeat, but they would not. The customer was thanked for their feedback, and informed that this information would be sent to the appropriate person. The customer would like a follow up call. | 03/29/10 | There was insufficient information, so the contact has been closed. Customer Service attempted to reach the TTY customer several times, but unsuccessfully. |
| 13 | 03/30/10 | Technical - General | 03/30/10 | A customer said that she had difficulty calling a particular number. Technical support added a new area code/prefix combination to the system database which allowed the customer to successfully complete a captioned call through CapTel. It is confirmed that this issue has been resolved. |
| 14 | 04/15/10 | Dial Tone - Not heard | 04/15/10 | A customer's friend stated that the customer's phone is not working. The customer subsequently contacted customer service and reported that her phone was working again. It was confirmed that the customer's experience was resolved. |
| 15 | 04/21/10 | A customer said that during a call they reached an answering machine, and typed a message to be relayed onto the machine. During the message, a live person answered. The customer requested that the message be read to the live person, but the Communication Assistant refused. The supervisor apologized. | 04/21/10 | The Communication Assistant did not remember this call, but was coached on proper procedures. She is now aware that if this situation occurs again, she is able to repeat the message. |
| 16 | 05/25/10 | A customer said that their call went fine, but while saying goodbye to the operator, they received garbling. They asked the Communication Assistant to repeat, but the call as disconnected. The customer was thanked for their feedback. No follow up was requested. | 05/27/10 | The Supervisor spoke to Communication Assistant. She said she did not remember this specific call, but said that if there was garbling she probably assumed that the customer was closing the call. She was coached on always clarifying if there is any type of garbling, and was also reminded of the consequences of disconnecting calls. |



**Oklahoma FCC
2010 - 2011
Complaint Log**

Complaint Tracking for OK (06/01/2010-05/31/2011). Total Customer Contacts: 20

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
|-------|-------------------|--|--------------------|--|
| 1 | 06/05/10 | A caller complained that the Communication Assistant did not relay his message to the voice user. The customer said that he got mad and cussed at the Communication Assistant. The Customer Service Representative apologized to the caller for inconvenience. The customer requests feedback to provided their phone number via TTY. | 06/05/10 | From what Communication Assistant recalls, when the call came in, the customer typed the phone number to dial followed by 5 GA's. While the Communication Assistant dialed the number, the customer was verbally abusive. The Communication Assistant reached an answer machine and the customer continued to type and interrupt her typing the message. From what the Communication Assistant remembers, no voice person was ever reached, the customer cussed at her some more and then hung up. The Communication Assistant was coached on proper procedure, keeping the customer informed and to call over a supervisor if she's having any problems. The supervisor made a follow up phone call to the customer on 6/14/10. |
| 2 | 09/08/10 | The customer wanted the Communication Assistant to check the message on their answering machine. The Communication Assistant told the customer to put their phone next to the machine and turn it on but never sent them the GA. The customer kept asking "is that a GA?" but the Communication Assistant wouldn't respond. The customer finally had to ask for a supervisor and then she typed but didn't get a supervisor. Instead the Communication Assistant just went ahead with the call and retrieved my message. When the Communication Assistant was done with my message she again wouldn't respond, never sent a SK and after a couple minutes the customer just hung up and called back into the relay so they could ask someone else for a supervisor. The customer does not like being ignored! The Customer Service Representative thanked the customer for feedback and apologized for the inconvenience. The customer did not want a follow up. | 09/11/10 | A supervisor was called to assist the Communication Assistant at the time of the call. The Communication Assistant did not do procedure correctly, and therefore was unable to hear part of the time the VCO was actually talking to her. The VCO was talking and playing her messages at the same time. The Communication Assistant did the messages, and then she did not get a response from the VCO either, so the supervisor was unable to speak to the customer at that time. The supervisor met with Communication Assistant right after the call and went over the procedures and reviewed with the Communication Assistant again the next day. The Communication Assistant should be able to retrieve messages correctly now. |
| 3 | 09/12/10 | A VCO customer said the Communication Assistant did not know how to process a prepaid calling card. The customer also said the Communication Assistant did not keep them informed while processing their call. The call was placed on 9/12/10 at approximately 1024am. The Customer Service Representative apologized to the customer and told them a supervisor would follow up with the Communication Assistant. No follow up was requested. | 09/12/10 | The supervisor was unable to follow up with the Communication Assistant. She took time off for a family emergency and then resigned. |
| 4 | 09/23/10 | A customer stated that the Communication Assistant was not sending GA's all the time and she had to interrupt the conversation to ask for the GA. The customer stated that this has been a problem before. The customer requested a follow up phone call in regards to this complaint. The supervisor taking the complaint was able to see the GA's being sent by the Communication Assistant on the screen. This is a technical error. The supervisor thanked the customer for the feedback and apologized for the inconvenience. | 09/25/10 | A message was left for the customer regarding this complaint on 11/1/10. The supervisor apologized for the inconvenience and explained that while the GA's were not coming through, it was observed by the supervisor that the GA's were being sent and this was an unfortunate technical error. |
| 5 | 10/25/10 | The customer is unable to make captioned calls. | 10/25/10 | A customer reported the inability to make captioned calls. A temporary interruption in one of the telephone carrier's networks caused this CapTel user to experience an inability to connect to their party. The issue was resolved by the carrier. The Customer Service Representative confirmed that customer is now able to place their call successfully. |

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| 6 | 10/29/10 | The customer is unable to make captioned calls. | 10/29/10 | A customer's helper reported the need to wait for a Communication Assistant when attempting to make a captioned call. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center that caused calls not to ring through to waiting captionist. An equipment vendor corrected the matter. A Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay. |
| 7 | 11/30/10 | A customer stated that she had a Communication Assistant process her call at approximately 720pm tonight and was frustrated because the Communication Assistant never typed the "GA" during the call. The customer asked the agent again and again if that was a "GA" in order for her to start speaking. In addition, the customer stated that the Communication Assistant did not inform the caller that the party has disconnected. The customer stated that she had to ask twice before she was disconnected. The Customer Service Representative apologized for the inconvenience and assured the customer that this will be discussed with the Communication Assistant. No follow up was necessary. | 11/30/10 | The supervisor discussed this complaint with the Communication Assistant and the Communication Assistant was adamant that she has been typing "GA" throughout the call and when the customer asked if it was a "GA" the agent re-typed the "GA". The Communication Assistant does not know why the customer is not receiving the "GA". The Communication Assistant stated that she did send the hang up macro and re sent it again when it was mentioned. The Communication Assistant assured me that she did not disconnect the caller. An investigation indicates there may have been technical issues affecting the transmission quality on the customer's side of the call. There are indicators that Communication Assistant responded to the customer and took some action to address transmission issues, however the customer's report points to continued dissatisfaction. Our investigation shows no sign of an intentional disconnect by the Communication Assistant, in fact the Communication Assistant appears to have typed an appropriate close. Nevertheless the Communication Assistant was reminded to alert and call a supervisor for support and advice when a customer identifies areas of Communication Assistant performance affecting call quality and to report any technical difficulty that is identified by the customer as affecting the call quality. |
| 8 | 12/21/10 | There were general problems with the service. | 12/21/10 | A customer's helper stated the customer was unable to make or receive captioned calls last night. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make and receive captioned calls successfully. |
| 9 | 12/21/10 | There were general problems with the service. | 12/21/10 | A customer stated the customer was unable to make or receive captioned calls last night. The Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. The Customer Service Representative confirmed the customer is now able to make and receive captioned calls successfully. |
| 10 | 01/05/11 | A VCO customer said, "Agent refused to tell how many minutes left on calling card. She kept typing recording over and over, which caused outbound to hang up when they finally answered because the text was still transmitting from recording." The supervisor apologized to the customer and they do not wish for follow-up contact. | 01/05/11 | A supervisor met with the Communication Assistant. The minutes were not stated during the recorded message. Once the recording was done, the Communication Assistant informed the customer that there were no minutes stated in the recording and customer hung up. |

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| 11 | 01/26/11 | A customer called to have the Communication Assistant retrieve answer machine messages. The agent successfully completed this, but then the customer wanted to place another phone call and the Communication Assistant did not respond. Eventually, the Communication Assistant just hung up. The Customer Service Representative apologized to the customer and thanked them for the feedback. No follow up was requested. | 02/02/11 | In following up with the Communication Assistant, she remembered this call and said she struggled with how to process this type of call. The supervisor reviewed proper procedure with this Communication Assistant for answering machine retrievals. The Communication Assistant is now aware of the correct procedure. |
| 12 | 02/02/11 | There were general problems with the service. | 02/02/11 | A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner. |
| 13 | 02/02/11 | There were general problems with the service. | 02/02/11 | A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner. |
| 14 | 02/02/11 | There were general problems with the service. | 02/02/11 | A customer reported seeing "Captioning Service is Ringing" when trying to make calls. The Customer Service Representative advised the customer that on 2/2/11, CapTel's staffing was affected by blizzard conditions. The Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were both under a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11 and staffing capacity was restored. The Customer Service Representative confirmed with the customer that they are able to make and receive calls in a timely manner. |
| 15 | 03/28/11 | A caller stated, "I have message on machine." The Communication Assistant typed, "yes ma'am," but did not follow procedure and just started typing message without informing the caller to "please place your handset next to answering machine and turn on" like they are supposed to. The supervisor apologized to the customer and no feedback was required.. | 03/28/11 | A supervisor met with the Communication Assistant today. The Communication Assistant said that the caller started playing the message immediately and did not wait for the Communication Assistant to let her know when to put her handset next to answering machine. The supervisor instructed the Communication Assistant to always follow procedure and discussed how to handle that situation in the future. |

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| 16 | 03/28/11 | A caller said the Communication Assistant did not know proper procedure to retrieve messages on an answering machine. The caller put the phone by the answering machine and the operator typed it as it was playing. As the operator was typing, the caller said it was garbled and asked for a supervisor. The Communication Assistant just continued to type and did not get a supervisor. The caller hung up and called back in to file a complaint. The supervisor apologized to the caller. No follow up contact was requested. | 03/28/11 | It is an invalid complaint due to lack of education of the customer and the answering machine retrieval service. The complaint will not count against agent. |
| 17 | 03/28/11 | A caller asked the Communication Assistant to retrieve two messages. After the messages were typed, the caller was talking to the Communication Assistant but got no response. The caller asked for a supervisor but there was still no response. The caller hung up and called back into relay to file a complaint. The customer did not request follow-up contact. | 03/28/11 | After receiving notification of this concern, the Communication Assistant identified was not scheduled and did not work on the date of the complaint. Communication Assistant numbers are unique to individual employees. Regrettably, it is not possible to discuss this matter with the Communication Assistant who did not process the answer machine retrieval correctly. |
| 18 | 04/01/11 | A customer received no response from the Communication Assistant after the customer requested the Communication Assistant re-type the message they had just been given. After getting no response from the Communication Assistant the customer hung up. The Customer Service Representative apologized to the customer and assured the customer the matter would be forwarded to the Communication Assistant's supervisor for immediate follow up. The customer is satisfied and does not need a call back. | 04/01/11 | In following up with the Communication Assistant, the supervisor coached them on always following the customer's instructions. Proper procedures for technical difficulties were also reviewed. |
| 19 | 04/05/11 | A customer stated that this Communication Assistant used the recording feature to type her answering machine messages back to her. The customer felt like the recording feature was not working properly as it stated that her answering machine message was fading in and out (which it was not) and also that the Communication Assistant was not able to give the last 2 digits of the phone number given (which was clearly given on the answering machine message). The Customer Service Representative thanked the customer for letting us know and assured that the complaint would be sent in as stated. | 04/05/11 | A supervisor observed this technical issue and entered a trouble ticket. No follow up was requested by the customer. |
| 20 | 05/24/11 | A VCO caller said she placed a call with this Communication Assistant and everything was fine on the first call. However, on the next call the customer asked to do an answer machine retrieval, the Communication Assistant did not reply or let her know what was going on. Due to this, the customer hung up and phoned into relay again to ask for a supervisor. The supervisor apologized and said the Communication Assistant will be met with. The customer does not wish for follow-up contact. | 05/24/11 | A Supervisor followed up with the Communication Assistant. The Communication Assistant said she missed a step in the answer machine voice mail retrieval and it didn't work. The supervisor reviewed the voice mail retrieval call process and reminded her the instructions are in the Call Type key. The Communication Assistant was able to demonstrate this correctly. The supervisor also coached the Communication Assistant on always keeping the customer informed with "one moment please" or other appropriate responses. |

Appendix K:

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CONTRACT FOR OKLAHOMA TRS

AGREEMENT FOR THE PROVISION OF TELEPHONE RELAY SERVICE IN OKLAHOMA

1. Purpose

This is an agreement ("Agreement") between Sprint Communications Company, L.P. ("Sprint") and the Oklahoma Telephone Association ("OTA"), pursuant to which Sprint will provide, as the OTA's designee, Telecommunications Relay Service ("TRS") and CapTel™ service for the State of Oklahoma.

2. Scope of Work for TRS

For the term of this Agreement, Sprint shall be the exclusive provider of the OTA's TRS for the State of Oklahoma ("Relay Oklahoma"). Sprint will provide the services and features presented in its proposal dated May 17, 2011 and incorporated hereto by reference. The Relay Oklahoma Standard Features Matrix from that proposal is attached hereto as Attachment A. Some of the requirements for the provision of TRS and CapTel in Oklahoma are also provided below for easy reference.

- A. Relay Oklahoma must provide TRS and CapTel service twenty-four (24) hours a day, seven (7) days a week, including holidays. Note: Spanish CapTel is available from 7:00 AM to 11:00 PM Central.
- B. There shall be no restriction on duration or number of calls placed by callers through the Relay Oklahoma.
- C. Not more than an average of one call in 100 shall receive a busy signal when calling the Relay Oklahoma at the busiest hour of the day.
- D. Sprint must, except during network failure, maintain a speed of answer standard where 85% of all calls per day are answered within 10 seconds of the call reaching the call center equipment. In calculating the percentage of calls meeting this speed of answer standard, the numerator shall be the total number of calls per day that are answered (with a Communication Assistant ("CA") ready to serve) in 10 seconds or less. The denominator shall be the total number of calls per day reaching the relay switch except that the total shall not include calls abandoned within 10 seconds after reaching the relay switch. However, calls abandoned after 10 seconds shall be included in the denominator. (Exception: If the provider is unable to differentiate between calls abandoned within 10 seconds and those abandoned after 10 seconds of reaching the relay switch, then all abandoned calls shall be included in the denominator.)
- E. No more than 10 seconds shall elapse between a CA's receipt of dialing information from a caller and the dialing of the requested number.

CONTRACT FOR OKLAHOMA TRS

- F. Relay Oklahoma must be able to accept calls from all FCC approved Customer Premise Equipment (CPE), which uses either ASCII or Baudot formats.
- G. Transmission circuits must meet or exceed interexchange performance standards for circuit loss and noise.
- H. Relay Oklahoma must have sufficient number of CAs, circuits, trunks and other facilities to achieve the standards of service required.
- I. Relay Oklahoma must comply with all OCC and FCC rules and regulations pertaining to operator services as applicable.
- J. Relay Oklahoma must provide access to each user's Interexchange Carrier (IXC) of choice, and to all other operator services, to the same extent that such access is provided to voice users.
- K. Relay Oklahoma must accept calls placed using telephone credit cards issued by any telecommunications service provider certificated to conduct business in Oklahoma, both Local Exchange Carrier (LEC) and IXC. Sprint currently has 30 carriers listed who conduct business in Oklahoma signed up for Relay Oklahoma customers to select from as their "Carrier of Choice." This Carrier of Choice list is attached hereto as Attachment B.
- L. To ensure service reliability, Relay Oklahoma must be equipped with redundancy of the processor controlling the switching equipment and a back-up power capability in accordance with FCC and OCC rules and regulations, including uninterruptible power sources for emergency use. In addition, Relay Oklahoma shall have an emergency plan of action for service disruption (*e.g.*, extraordinary weather occurrences or disasters).
- M. Sprint will provide speech-to-speech and Spanish language services to Relay Oklahoma customers twenty-four (24) hours per day. VRS is currently reimbursed through the TRS Fund as an interstate service. Pursuant to FCC 11-118, Docket No. 10-51, there may be a change in the reimbursement policy in VRS which may impact the availability of VRS through Sprint under this Contract. Even though VRS is not an FCC intrastate mandated service and therefore not a requirement for this Contract, Sprint reserves the right to renegotiate with the OTA a change in scope of work for the revised services. Sprint will keep the OTA fully advised of the outcome of this FCC proceeding and of any impacts it may have on the VRS service in Oklahoma.
- N. Sprint will provide a TRS that is compliant with all FCC requirements for this type of service. If and when the FCC mandates new or changed requirements and if such requirements should impact Sprint's cost of providing this service, OTA and Sprint agree to make good faith efforts toward negotiating a mutually acceptable change in price for the revised service(s).

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3. CapTel

- A. In addition to standard telecommunication relay services, Sprint shall provide CapTel, an FCC-approved enhanced Voice-Carry-Over (VCO) service. The FCC declared that CapTel is an enhanced VCO service and as such, a telecommunications relay service (TRS) eligible for reimbursement of interstate minutes of use through the Interstate TRS Fund under TRS rules.
- B. This service shall comply with applicable FCC mandatory minimum standards for Enhanced VCO Service. This presently includes the following requirements as well as others:
 - Confidentiality of Conversation Content
 - Speed Dialing
 - 900 Service
 - 711 Dialing Access
 - All Speed of Answer and Blockage service levels
 - Minimum CA time on call
 - Equal Access to Interexchange Carriers
 - Available on a full time basis, 24/7/365
 - Caller ID
 - Spanish-to-Spanish language services
- C. Single line CapTel does not caption 911 calls. Instead the phone processes the call as a voice carry over type call. 911 emergency calls are not routed through the CapTel call center but instead are directed to the appropriate PSAP which should be equipped with a TTY. The PSAP communicates directly with the CapTel caller using text messaging and the caller communicates directly with the PSAP using voice.
- D. In the Declaratory Ruling, the FCC waived certain requirements for standard TRS because they do not pertain to Enhanced VCO service. The following features are not included in the proposed CapTel service:
 - Speech-to-Speech (STS) and Hearing Carryover (HCO) Requirements
 - Minimum requirements for Communication Assistants
 - Interpretation of typewritten ASL
 - Oral to type tests (replace with oral to text tests)
 - Not refusing single or sequential calls
 - Gender preferences
 - Interrupt Functionality
 - Call Release
 - Three Way Calling
 - ASCII and Baudot

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- E. Two Line CapTel, (2LCT), an enhancement to standard/single line CapTel, will be made available at the same per minute price as single line/standard CapTel. 2LCT requires that CapTel user subscribe to a second phone line through their LEC and then request the service through the Sprint Account Manager.
- F. The captioning of CapTel services is only accessible through the use of CapTel-enabled phones. OTA is not currently responsible for the purchase and distribution of phones. Oklahoma residents may purchase CapTel phones through Sprint or its designated assignee. Estimated growth for this service is based on distribution of approximately ten (10) CapTel phones per month, on average.
- G. Sprint shall credit OTA with Oklahoma's provision of CapTel service in its Oklahoma CapTel outreach and publicity campaigns and materials.

4. Outreach

Sprint will provide a dedicated outreach budget to increase awareness and familiarity of Relay Oklahoma among the users of the service as well as other citizens and businesses. During the term of this Agreement, Sprint will provide a \$50,000 annual outreach budget dedicated to Relay Oklahoma in addition to providing the services of an Account Manager to service the outreach needs for the State.

5. Term of Agreement

This agreement is effective upon execution by the authorized representative(s) of Sprint and the OTA and covers telecommunication relay services provided by Sprint starting on November 15, 2011. The term of this agreement shall be for five (5) years, through November 14, 2016.

6. Consideration

The OTA shall pay Sprint the following per session minute for intrastate and other appropriate TRS calls processed under this Agreement:

| TRS Price Per Contract Year | Sprint Per Session Minute |
|---|---------------------------|
| Per billable minute for Year 1 November 15, 2011 – November 14, 2012 | <input type="text"/> |
| Per billable minute for Year 2 November 15, 2012 – November 14, 2013 | <input type="text"/> |
| Per billable minute for Year 3 November 15, 2013 – November 14, 2014 | <input type="text"/> |

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| | |
|---|----------------------|
| Per billable minute for Year 4 November 15, 2014 – November 14, 2015 | <input type="text"/> |
| Per billable minute for Year 5 November 15, 2015 – November 14, 2016 | <input type="text"/> |

CapTel services will appear as a separate line item on the monthly invoices and will be paid by OTA to Sprint at the following per session minute under this Agreement.

| CapTel Price Per Contract Year | Sprint Per Session Minute |
|---|---------------------------|
| Per billable minute for Year 1 November 15, 2011 – November 14, 2012 | <input type="text"/> |
| Per billable minute for Year 2 November 15, 2012 – November 14, 2013 | <input type="text"/> |
| Per billable minute for Year 3 November 15, 2013 – November 14, 2014 | <input type="text"/> |
| Per billable minute for Year 4 November 15, 2014 – November 14, 2015 | <input type="text"/> |
| Per billable minute for Year 5 November 15, 2015 – November 14, 2016 | <input type="text"/> |

For both TRS and CapTel, a session minute is defined as the time during which the CA is connected to the call originator or terminating party, including call set up and wrapup time with the customer.

Sprint will work directly with the fund administrator, Rolka Loube Saltzer Associates, LLC ("RLSA"), or the then current Interstate TRS Fund Administrator, for reimbursement of interstate minutes of use. The OTA will not be billed or responsible for interstate relay calls.

7. Project Managers

The Project manager for Sprint shall be:

Dottie Cartrite
Sprint
707 17th Street, Suite 3700
Denver, CO 80202

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303-949-4941

The Project Manager for the OTA shall be:

Bob Stafford
Executive Vice President
Oklahoma Telephone Association
301 Northwest 63rd St. Suite 410
Oklahoma City, OK 73116

Either party may change its Project Manager at any time upon written notice to the other party. All correspondence and transmittals of formal notifications concerning this Agreement shall be addressed to the two Project Managers. The Project Managers shall handle all communications in a timely and cooperative manner. All formal notices, (notices that affect this Agreement) or the services provided there under), shall be submitted by overnight carrier with signature for receipt required. A change in address shall be noticed in the same manner.

In the case of a dispute, notices must also be sent to:

Sprint:

Attn: Legal Department – Public Sector
12502 Sunrise Valley Drive
MS: VARESA0208
Reston, VA 20196
Fax: (703) 433-8798

8. OTA Right to Terminate

A. Material Failure. OTA may terminate a product or service if Sprint materially fails to provide the product or service, OTA provides Sprint with written notice of the failure and a reasonable opportunity to cure within 30 days from receipt of notice, Sprint fails to cure the material failure within the 30-day cure period, and OTA provides Sprint with written notice of Sprint's failure to cure and OTA's election to terminate the affected Product or Service. Sprint's material failure does not include a failure caused by OTA or a failure identified in the "Force Majeure" section.

B. Termination for Convenience. OTA may terminate this Agreement during the Term by providing 60 days' written notice to Sprint. If OTA exercises its right to terminate for convenience, OTA must pay Sprint all fees and charges for products and services received up to the effective date of termination. Sprint shall be permitted to terminate for convenience, in part, the VRS services, if Sprint is not able to provide the VRS service pursuant to Section 2.M of the Agreement.

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C. Termination for Nonappropriation. OTA may terminate this Agreement at the end of the then-current fiscal period, without incurring any form of payment liability in excess of previously appropriated amounts, only when OTA is unable to secure or allocate sufficient funds in its operating budget to fulfill its financial obligations under the Agreement for the following fiscal year ("Termination for Non-appropriation"). Following Termination for Non-appropriation, OTA will not be obligated for payments for any fiscal period after the effective date of termination. OTA will give Sprint written notice of any termination for non-appropriation at least 30 days before the effective date of the termination. At Sprint's request, OTA will provide supplemental documentation regarding the non-appropriation of funds. OTA must take all necessary action to budget and secure any funds required to fulfill its contractual obligations for each fiscal year during the Term, including the exhaustion of all available administrative appeals if funding is initially denied. If OTA terminates the Agreement in part or in whole under this nonappropriation provision, OTA will not obtain the services or functional equivalents from any other provider for a period of 180 days from after the effective date of termination.

9. Sprint Right to Terminate.

A. Sprint may suspend or terminate products or services or this Agreement immediately if: (1) OTA fails to cure its default of payment terms of this Agreement; (2) Customer fails to cure any material breach of this Agreement within 30 days after receiving Sprint's written notice of such breach; (3) OTA provides false or deceptive information or engages in fraudulent or harassing activities when ordering, using or paying for services; (4) OTA fails to comply with applicable law or regulation and OTA's noncompliance prevents Sprint's performance under the Agreement.

B. If Sprint terminates this Agreement under this Sprint Right to Terminate section, OTA will be liable for any products and services provided up to the date of termination, whether or not invoiced by the termination date.

10. Records Retention and Availability

The OTA may audit records and charges associated with Relay Oklahoma and any other service performed by Sprint to verify that the charges claimed by Sprint are accurate and appropriate under this Agreement. The frequency and extent of the audit procedures shall be determined by the OTA.

Upon reasonable prior written notice, Sprint shall make records relating to this Agreement available to OTA at Sprint's business offices during normal business hours for inspection, examination or audit. Further, due to the highly sensitive and proprietary nature of Sprint's records, any third party auditor acting on behalf of the OTA shall be subject to prior approval by Sprint and may be required at Sprint's sole discretion to

CONTRACT FOR OKLAHOMA TRS

execute Sprint's standard Non-Disclosure Agreement prior to examining, inspecting, copying or auditing Sprint's records. These records shall be maintained according to generally accepted accounting principles and shall be easily separable from other Sprint records.

Sprint shall maintain Relay Oklahoma's records for a period of three (3) years from the date of final payment under this Agreement or for such further period as may be necessary to resolve any matters which may be pending, or until an audit has been completed with the following classifications. If an audit by or on behalf of any duly authorized government agency has begun but is not completed at the end of the three (3) year prior or if audit findings have not been resolved after a three (3) year period, the materials shall be retained until the resolution to the OTA's satisfaction of the audit findings.

11. Assignment

Neither party may assign any rights or obligations under this Agreement without prior written consent of the other party, except that Sprint may assign this Agreement to a parent company, controlled affiliate, affiliate under common control or an entity that has purchased all or substantially all of its assets upon written notice to OTA.

The OTA's consent to one or more subcontractors hereunder shall not constitute a waiver or diminution of the OTA's absolute right to consent to each and every subsequent subcontractor. In the event of any subcontract hereunder to which the OTA has consented, each such subcontract shall contain a provision that further assignments shall not be made to any third or subsequent tier subcontractor without additional written consent of the OTA. The OTA's approval of the following subcontractors identified in Sprint's proposal shall be deemed granted:

- Captioned Telephone, Inc.
- Communication Services for the Deaf, Inc.

The OTA, with the prior written consent of Sprint, may assign this contract, as well as all rights and liabilities under it, to the State of Oklahoma.

12. Force Majeure

Neither party will be responsible for any delay, interruption or other failure to perform under this Agreement due to acts or events beyond the reasonable control of the responsible party (a "Force Majeure Event"). Force Majeure Events include, but are not limited to: natural disasters (e.g. lightning, earthquakes, hurricanes, floods); wars, riots, terrorist activities, and civil commotions; inability to obtain parts or equipment from third party suppliers, cable cuts by third parties, a LEC's activities, and other acts of third parties; explosions and fires; embargoes, strikes, and labor disputes; court orders and governmental decrees.

CONTRACT FOR OKLAHOMA TRS

Notwithstanding the events described in this section, the OTA may, upon written notice to Sprint and without incurring any liability to Sprint, terminate this Agreement for convenience in the event the TRS is interrupted for ten (10) consecutive days.

13. Limitation of Liability

For any claim or cause of action arising under or related to this contract:

A. Direct Damages. Each party's maximum liability for damages caused by its failure(s) to perform its obligations under this Agreement is limited to: (A) proven direct damages for claims arising out of personal injury or death, or damage to real or tangible personal property, caused by the party's negligent or willful misconduct; or (B) proven direct damages for all other claims arising out of this Agreement, not to exceed in the aggregate, in any 12 month period, an amount equal to the lesser of \$100,000 or the total amount paid to Sprint under this contract to OTA's total net payments for the affected services purchased in the twelve months prior to the event giving rise to the claim. OTA's payment obligations and Sprint's indemnification obligations under this Agreement are excluded from this provision.

B. Consequential Damages. Neither party will be liable for any consequential, incidental, or indirect damages for any cause of action, whether in contract or tort. Consequential, incidental, and indirect damages include, but are not limited to, lost profits, lost revenues, and loss of business opportunity, whether or not the other party was aware or should have been aware of the possibility of these damages.

14. Severability

In the event that any provision of this Agreement shall be held unlawful or otherwise unenforceable, this Agreement shall be revised only to the extent necessary to make such provision(s) legal and enforceable, provided, however, that this Agreement, as revised, is consistent with the parties' original intent.

15. Headings

The headings used in this Agreement are for convenience of reference and are not intended to limit or define the test of any paragraph herein.

16. Taxes

All sales, property, excise and other federal, state, local taxes, licenses or fees, if any, resulting from this agreement shall be billed by Sprint to the OTA and paid by OTA unless OTA provides a valid and properly issued tax exemption certificate.

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17. Transition to New Vendor

At the conclusion of the term of this Agreement, Sprint agrees to cooperate with the new vendor for the service and to provide assistance to facilitate the transition of the service to the new vendor for 60 days following the expiration of the Agreement (the "Transition Period"). OTA will continue to be responsible for the payment of Services provided, if any and only if requested by the OTA, herein during the Transition Period.

18. Laws, Rules and Regulations

This Agreement and all obligations hereunder are subject to all applicable laws, rules and obligations and orders or rulings of any authorized federal or state government court, agency or commission. This Agreement is subject to changes or modifications that may from time to time be directed by the FCC or OTA. This Agreement may only be amended in a writing signed by both parties' authorized representatives. Alterations to this Agreement are not valid unless accepted in writing by both parties.

19. Conflict of Interest

Sprint represents and warrants that no officer, director, employee or agent of OTA, or any of its members, has been retained or paid a fee, or otherwise has received or will receive any personal compensation or consideration, by or from Sprint or any of Sprint's officers, directors, employees or agents in connection with the obtaining, arranging or negotiation of this Agreement.

20. Independent Contractor

It is understood and agreed that Sprint will perform this Agreement as an independent contractor and not as an agent, employee or partner of the OTA, or any of its members.

21. Entire Agreement, Counterparts

This Agreement including all referenced attachments and Sprint's Proposal, including the Oklahoma Relay Standard Features Matrix (attached hereto as Exhibit A), dated May 17, 2011, constitute the entire Agreement between the parties hereto. No other agreement, statement, or promise relating to the subject matter of this agreement shall be valid or binding. No changes, alternatives or modifications hereto shall be effective unless in writing and signed by a representative of each party authorized to bind said party. This Agreement may be executed in several counterparts, each of which will be deemed an original and all of which shall constitute one and same instrument. If there is a conflict between this Agreement and Sprint's Proposal dated May 17, 2011, this Agreement shall take precedence.

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22. Indemnity and Warranty

Sprint shall comply with all federal, state and local laws, rules, regulations and ordinances applicable to the work to be done under this Agreement. Sprint will indemnify and defend OTA, its directors, officers, employees, agents and their successors against all third party claims for damages, losses, liabilities, or expenses, including reasonable attorney's fees, arising directly from performance of this Agreement and relating to personal injury, death, or damage to tangible personal property that is alleged to have resulted, in whole or in part, from the negligence or willful misconduct of Sprint or its subcontractors, directors, officers, employees or authorized agents.

A. Intellectual Property. Sprint will indemnify and defend OTA, OTA's directors, officers, employees, agents, and their successors against third party claims enforceable in the United States alleging that services as provided infringe any third party United States patent or copyright or contain misappropriated third party trade secrets. Sprint's obligations under this section will not apply to the extent that the infringement or violation is caused by (i) functional or other specifications that were provided by or requested by OTA; or (ii) OTA's continued use of infringing services after Sprint provides reasonable notice to OTA of the infringement.

For any third party claim that Sprint receives, or to minimize the potential for a claim, Sprint may, at its option and expense, either:

- (1) procure the right for OTA to continue using the services;
- (2) replace or modify the services with comparable services; or
- (3) or terminate the services.

B. Rights of Indemnified Party. To be indemnified, OTA must (A) give Sprint prompt written notice of the claim, (B) give Sprint full and complete authority, information and assistance for the claim's defense and settlement, and (C) not, by any act including but not limited to any admission or acknowledgement, materially prejudice Sprint's ability to satisfactorily defend or settle the claim. Sprint will retain the right, at its option, to settle or defend the claim, at its own expense and with its own counsel. OTA will have the right, at its option, to participate in the settlement or defense of the claim, with its own counsel and at its own expense, but Sprint will retain sole control of the claim's settlement or defense.

C. Warranties. Except as, and only to the extent expressly provided in this agreement or the applicable service level agreement, products and services are provided "as is." Sprint disclaims all express or implied warranties and in particular disclaims all warranties of merchantability, fitness for a particular purpose, and warranties related to product or service.

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23. Additional Terms.

A. **Privacy.** Sprint's privacy policy, as amended from time to time, is available at www.sprint.com/legal/privacy.html. The privacy policy includes information about Sprint's customer information practices and applies to the provisioning of the Products and Services.

B. **Acceptable Use Policy.** If Customer purchases Products or Services, Customer must conform to the acceptable use policy posted at <http://www.sprint.com/legal/agreement.html>, as reasonably amended from time to time by Sprint.

24. Liquidated Damages

A. Implementation of relay services in Oklahoma in a timely matter is essential. Failure by Sprint to implement the service no later than November 15, 2011, shall be considered a significant and material breach of Sprint's commitment. For every day the service is delayed, Sprint shall pay to the OTA, for deposit in its TRS operating fund, the sum of [REDACTED] per day.

B. Liquidated damages shall accrue in amounts up to the following amounts per day of violation:

1. For failure to meet, blockage rate or transmission level requirement - [REDACTED]
2. For failure to meet complaint resolution requirement - [REDACTED]
3. For failure to provide reports - [REDACTED]
4. For failure to provide contracted services for the life of the Agreement, the OTA reserves the right to require the payment, by Sprint, of liquidated damages in an amount commensurate with the duration and extent of the system deficiencies.

C. Liquidated damages shall accrue in amounts of [REDACTED] per day, up to a maximum of [REDACTED] per month for failure to meet speed of answer requirements.

25. Signatures

As indicated by the signatures below, both parties hereby agree to the terms and conditions set forth herein and referenced hereunder.

CONTRACT FOR OKLAHOMA TRS

OKLAHOMA TELEPHONE
ASSOCIATION

SPRINT COMMUNICATIONS
COMPANY, LP

By: Bob Stafford
Printed Name: Bob Stafford
Title: Executive Vice President
Date: 9-6-11

By: Michaela Clairmonte
Printed Name: Michaela Clairmonte
Title: Manager, Contract Management
Date: 9/9/2011

| |
|---------------------------------------|
| Sprint — Approved as to Legal Form |
| HRF 1 Sept 11 |

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Attachment A - Sprint's Standard Features Matrix

| Customer Feature | Description |
|---|--|
| Alpha-numeric Dialing | Relay users can dial request alpha-numeric numbers for the CA to dial. |
| Answering Machine Retrieval (separate OR single line) | Relay users can retrieve voicemail or answering machine messages at their same location or through voice processing solution. If multiple calls are needed, the user is only charged for the first call. |
| ASCII Split Screen | Sprint's relay service is compatible with ASCII software that makes use of "split screen" functionality. |
| ASL to Conversational English | Relay users with minimal English skills can communicate fully through Sprint. CAs translate to assist in clearer understanding. Alternately, CAs will follow instructions if the caller requests verbatim relay. |
| ASL to Conversational Spanish | Relay users with minimal Spanish skills can communicate fully through Sprint. CAs translate to assist in clearer understanding. Alternately, CAs will follow instructions if the caller requests verbatim relay. |
| Automated Call Routing | Relay Oklahoma calls will be quickly and efficiently routed to the first available CA. |
| Automated Number Identification (ANI) | Sprint's TRS platform automatically collects the user's incoming telephone number and uses that information in the quick processing of the call. |
| Automatic Connection Mode | Sprint's TRS platform automatically connects Relay users using their last known communication mode or permanently requested communication mode to speed up call processing. |
| Average Speed of Answer | Relay users are answered quickly as Sprint routinely exceeds the FCC minimum requirements related to speed of answer. |
| Background Noises | Text relay users receive background noises through CA's typing in parenthesis. Sprint's new CA software offers quick access to 272 background noises. |
| CA Gender ID | Sprint's system automatically sends a text greeting to the ASCII, TTY or IP user, which includes the gender of the CA. |
| CA Gender Request | Relay Oklahoma users can request the gender of the CA that they prefer to handle their calls on a per-call or permanent basis. Every effort will be made to fulfill this request. |
| CA In-call replacement | Sprint meets or exceeds the FCC requirement for call in-call replacements. As a general rule, calls are not taken over unless necessary. |
| CA Typing Speed | Relay users receive quick and accurate typing with Sprint. Recent independent evaluations showed an average typing speed of 82 wpm with over 95% accuracy. |

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| Customer Feature | Description |
|--|---|
| Caller ID | Relay users can see who is calling them before they answer the phone. Caller ID featuring SS7 technology is used to deliver the ten digit phone number of the calling party, when not blocked through the LEC for local and toll calls. |
| Carrier-of-Choice | Relay users can choose their preferred Carrier for Intrastate, InterLATA, IntraLATA and International. |
| Cellular/PCS Phone Access | Relay users can dial 711 or Relay Oklahoma toll free number(s) to complete Relay calls. |
| Configuration of Access Numbers | Sprint has the ability to configure toll-free access numbers to be answered in the communication method desired by Relay Oklahoma. |
| Courtesy Messages | Sprint can supply a courtesy message to callers in the rare cases that calls are not immediately answered, if so desired by Relay Oklahoma. |
| Credit for Wrong Numbers (IMMEDIATE) | Relay users can get immediate credits for toll calls when the wrong numbers is reached. Unlike some other providers who make users wait for months to get a credit, Sprint's relay users never receive a bill. |
| Customer Branding | Relay users can select how they would like their calls answered each time they call in. This preference overrides the self-learning database feature. |
| Customer Profile | Customers can enter their call handling preferences which will be displayed directly to the CA on every call. Customer Profiles are treated with the highest level of confidentiality. |
| Deaf-Blind Pacing (Slow-typing) | Deaf-Blind relay users can receive slower transmission at 15 wpm (or any 5-wpm increment) in order to catch the whole conversation. <u>This is done automatically rather than just telling the CA to type slower.</u> |
| Dialed Number Verification | Text relay users receive system generated verification of the number they are dialing to ensure that the correct number is being connected. (No CA key stroke required) |
| Directory Assistance (Intrastate/Interstate) | Relay users can dial Directory Assistance at rates no greater than that of traditional voice users. When the number is obtained, the caller may choose to place the call through the Relay or dial direct. |
| Emergency Calling (E911) | Relay users can obtain emergency services (911) through Relay. |
| Emergency Numbers | In addition to Frequently dialed numbers, users are able to store local emergency numbers to their Customer Profile. |
| Enhanced Modems | Sprint's modems can auto-detect ASCII and Baudot modems. |
| Error Correction | Text relay users enjoy more accurate text messages as over 500 words are automatically corrected as the CA types. |
| Frequently Dialed Numbers | Relay users can set up "speed dial" lists through the Relay. |
| Hearing-Carry-Over (HCO) | Speech-impaired users with normal hearing can listen to the person they are calling with HCO. The HCO user types his/her conversation for the CA to read and voice to the standard (voice) telephone user. |
| HCO Permanent Branding | HCO users are answered with a special greeting: (Service Identifier) 1234 May I have the numbering you are calling please? |

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| Customer Feature | Description |
|---|---|
| HCO-HCO | HCO users can contact HCO users through the Relay. The CA will voice to both parties what is typed on each user's TTY. |
| HCO-TTY | HCO users can contact TTY users through the Relay. HCO users can listen while the CA is reading/voicing the TTY user's typed message. The HCO user types their conversation directly to the TTY user. |
| HCO with Privacy | HCO users can choose to keep their conversations more private by requesting that the CA not hear the voice caller speaking. The CA will only voiced responses from the HCO user to the voice user. |
| Inbound International | Relay users can access Relay from any international destinations outside of United States through Sprint's international inbound 10-digit number- 605-224-1837. |
| Intercept Messages | Sprint provides both voice and text intercept messages. |
| Keeping User informed of Status | Significant automation is present within the CA call processing software to keep Relay users informed of call status. |
| Last Number Redial | Relay users can request the CA to redial their last number by requesting "Last Number Redial" or "LNR". |
| LEC Calling Services | Many LEC-offered enhanced calling features such as Caller ID and three-way calling can be used through Sprint Relay. |
| Local/Extended Area Service | Relay users who subscribe to extended area service plans receive equivalent service through the Relay. |
| Machine Recording Capabilities | Relay users can select to receive entire recordings on the first call without redials. The CA software can record the recording and type it at a normal pace. |
| Misdialed Number Credit | Relay users can get immediate credits for toll calls when the wrong number is dialed by the CA. |
| Pagers and Beepers | Relay users have functionally equivalent access to beepers and pagers. |
| Pay-Per-Call | Relay users can dial 900 calls via relay via a toll-free 900 number which observes LEC restrictions so that customers do not have to register blocks with the Relay. |
| Regionally Directed Toll-free numbers | Sprint allows access to regionally directed toll-free numbers so callers reach the same destination that would have been reached without Relay. |
| Regionally Restricted 800/888/877/866/855 | Relay users can reach regionally restricted toll-free numbers through Sprint. |
| Reverse 2-Line HCO | Sprint's 2-Line HCO users can also receive incoming calls. |
| Reverse 2-Line VCO | A VCO user receives a call from a voice user first then dials/connects the CA. |
| Roaming | Although not implemented in Relay Oklahoma, Sprint has the ability to disable the setting that currently requires one party to be calling from inside Oklahoma. |
| Spanish-to-Spanish | Spanish-speaking relay users can access Relay Oklahoma. Sprint offers proficient bilingual (Spanish) CAs and full functionality. |

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| Customer Feature | Description |
|---|--|
| Speech-Challenged Indicator | Speech-challenged users (HCO) can type "S" to inform the CA that they will be utilizing HCO. |
| Speech-to-Speech (STS) | Speech-challenged users can speak with assistance of specialized CAs. |
| Speech-to-Speech Busy Line Verification | STS users will be able to immediately confirm the STS CA dialed the right number if a busy signal is reached. The STS CA will repeat the number aloud to confirm. |
| Speech-to-Speech Contact Information | STS users can register their telephone numbers and hours of availability, making it easier for voice callers to connect to them. |
| Speech-to-Speech to TRS | STS users can communicate with other users of relay including Voice, TTY, VCO, HCO or STS. |
| Speech-to-Speech Email Call Set-up | STS users can send their call instructions to the CA prior to the call to assist in processing the call. |
| Speech-to-Speech using Spanish | Spanish speaking STS users can speak directly to others with the assistance of specialized bilingual CAs. |
| Speech to Speech with Privacy | A STS user can speak directly to the CA without hearing the voice user's voice. The CA will simply re-voice the STS user's message. |
| Speech to Speech VCO | STS users who have problems hearing on the phone can use the VCO service with STS CAs revoicing for them, as necessary. |
| Text protocols | Relay users can access Relay Oklahoma using TTY (Baudot), ASCII, TurboCode™, or Enhanced TurboCode (Sprint is the exclusive provider of Enhanced TurboCode). |
| Toll Discounts | Relay users will receive 50% off of Sprint MTS rates interstate toll calls. |
| Transfer capabilities | Voice or TTY relay users needing a specialized CA or different department (e.g. Customer Service) can be transferred without hanging up. |
| TRS Customer Service | Relay users can reach TRS Customer Service, which is available 24 hours-a-day, 7 days-a-week to request information, or to offer commendations and submit complaints. |
| TTY OperatorServices (OSD) | Relay users can access TTY CA services to complete TTY-to-TTY calls; obtain Directory Assistance information; or receive credit for erroneous billing. The toll-free number is: 1-800-855-4000. |
| TTY to TTY (Call Release) | TTY users can use relay to call another TTY when a CA is necessary to set up the call. |
| TurboCode™ | Relay users can enjoy quicker transmission (up to 110 wpm) and interrupt when using Relay Oklahoma with TurboCode. |
| Two-line HCO | HCO users with two telephone lines can use one line to hear the hearing person directly while the other line is used to type to the CA simultaneously. |
| Two-line VCO | VCO users with two telephone lines can use one line to speak directly to the hearing person while the other line is used to receive the CA's typed responses simultaneously. Two-Line VCO offers a more natural flow of conversation without pauses required with single line calls. |

CONTRACT FOR OKLAHOMA TRS

| Customer Feature | Description |
|---------------------------|--|
| Variable Time Stamp Macro | Relay users can receive the last few words relayed if the person on the other line disconnects while they are typing. |
| VCO Permanent Branding | VCO callers can automate the set-up the call without typing with a special greeting. |
| VCO w/ Privacy/NO GA | VCO users can choose to keep conversations more private by requesting that the CA not hear the VCO caller speaking. The CA will only listen to the hearing party and type the conversation to the VCO user. |
| VCO-HCO | VCO users can contact HCO users through the Relay. The VCO user speaks directly to the HCO user and the HCO user types their conversation directly to the VCO user. |
| VCO-TTY | VCO users can contact TTY users through the Relay. The VCO user can use his/her own voice and the CA will listen to the VCO caller's spoken words then type the message to the TTY user. The TTY user types directly to VCO user without any CA interaction. |
| VCO-VCO | VCO users can contact other VCO users through the Relay. The CA listens to VCO users speak and type the spoken words for the parties at both ends. |
| Voice Call progression | Voice or HCO users can listen during call set-up i.e. ringing, busy. |
| Voice-Carry-Over (VCO) | Deaf or Hard-of-Hearing people who prefer to use their own voice can speak directly to the party they are calling. The CA types the voiced responses back to the VCO user who can read the typed messages across the TTY screen. |

CONTRACT FOR OKLAHOMA TRS

Attachment B - Sprint's Relay Oklahoma Carrier of Choice List

| <i>Carrier Name</i> | <i>Carrier Code</i> |
|--------------------------|---------------------|
| 10-10-220 Telecom USA | 0220 |
| 10-10-321 Telecom USA | 0321 |
| 10-10-432 QWest | 0432 |
| 10-10-502 WorldxChange | 0502 |
| 10-10-636 Clear Choice | 0636 |
| 10-10-752 EXCEL | 0752 |
| 10-10-811 Vartec | 0811 |
| 10-10-834 WorldxChange | 0834 |
| 10-10-987 | 0987 |
| AT&T | 0288 |
| Broadwing Communications | 0948 |
| Broadwing Telecom | 0071 |
| CP Telecom | 0444 |
| CenturyTel Long Distance | 0550 |
| CenturyTel Solutions | 0550 |
| Coastal Telephone Co. | 0661 |
| Cox Communications | 6269 |
| Global Crossing | 0444 |
| LDDS | 0222 |
| MCIWorldCom | 0222 |
| McLeod USA | 0725 |
| Metromedia | 0222 |
| OPEX LD | 0444 |
| SBC Long Distance | 5792 |
| Sprint | 0333 |
| TDS Telecom | 0417 |
| Verizon LD | 5483 |
| Wiltel | 0222 |
| Working Assets | 0649 |
| WorldCom | 0555 |

Appendix L:
Copies of Phone Bill with Surcharge Rate or
Legislative Order



For Billing Inquiries, call 1-800-722-3450

Account Number: [REDACTED]

Account Name: [REDACTED]

Due Date: 05/15/2011

Visit our website at www.sstelco.com

Page 3

7BCNT? 7CPQ?

SST Has Convenient Voice Mail Options

Voice mail allows callers to leave a message for you when you are on the phone or away from home. Unlike answering machines, it answers even when the power is out. Convenience, simplicity, flexibility, and efficiency are all wrapped into SST's timesaving calling feature, "Voice Mail". For \$3 a month, you can have either voice mail if line is busy OR voice mail if no answer. For only \$3.50 a month, you can get premium voice mail with both features. One of these three convenient voice mail options is sure to meet the needs in your busy life plus add maximum efficiency since you can check your messages no matter where you are. Call us at 1-918-434-5392 or 1-800-722-3450 to sign up today. We look forward to better serving you.

Online Billing and Payment Security Code

SST's online billing and payment system protects your privacy and provides an even more secure sight for you our valued customer. Customers who are new to the online system will need to utilize their account number and a security code which is provided by SST. This change has no effect on customers currently registered. The security code we have chosen will be SST's three digit company number 012 plus the last four digits of your telephone number. In case you are a customer that has multiple telephone numbers, you will use the last four digits of your main telephone number which is located on your remittance page of your telephone statement. Visit www.sstelco.com to register now for our Online Billing and Payment Services. If you need registration assistance, please contact our customer service representatives at 918.434.5392 or 1.800.722.3450.

IMPORTANT INFORMATION

YOUR BUSINESS IS IMPORTANT TO US!! FOR CUSTOMER SERVICE CONTACT SST TOLL FREE 1-800-722-3450 (LOCAL NO. 434-5392) OR VISIT SST AT WWW.SSTELCO.COM. OFFICE HOURS ARE MONDAY - FRIDAY SALINA 8 a.m.-5 p.m. KANSAS 9 a.m.-4 p.m. BILLS ARE DUE WHEN RENDERED. TO AVOID A LATE PENALTY ON YOUR ACCOUNT, SST MUST RECEIVE YOUR PAYMENT BY THE 15TH OF THE MONTH. SST NOW ACCEPTS VISA AND MASTERCARD PAYMENTS. FOR DETAILS CALL 1-800-722-3450.

Payment Activity

| | |
|-----------------------------|----------------|
| Payment Received 04/07/2011 | 74.00 |
| Payment Received 04/08/2011 | 3.27 |
| Total Payments | \$77.27 |

Summary of Current Account Activity

| Services | Monthly Charges | Other Charges & Credits | Long Distance | Taxes, Surcharges & Fees | Charges |
|----------------------|-----------------|-------------------------|---------------|--------------------------|----------------|
| 000000 [REDACTED] | 0.00 | 7.62 | 0.00 | 0.00 | 7.62 |
| [REDACTED] telephone | 29.82 | 0.00 | 0.00 | 3.73 | 33.55 |
| [REDACTED] Internet | 34.95 | 0.00 | 0.00 | 0.00 | 34.95 |
| [REDACTED] | 64.77 | 0.00 | 0.00 | 3.73 | 68.50 |
| Account Total | \$64.77 | \$7.62 | \$0.00 | \$3.73 | \$76.12 |

Summary of Current Taxes, Surcharges and Fees

| Description | Total |
|---|---------------|
| FED TAX 3% | 0.87 |
| STATE TAX 4.5% | 1.30 |
| SALINA CITY TAX 4% | 1.16 |
| MAYES CNTY TX 1.375% | 0.40 |
| Total Taxes, Surcharges and Fees | \$3.73 |

Current Account Charges

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Account No. [REDACTED]

Other Charges & Credits

| Description | Qty | Amount | Total |
|---|-----|--------|---------------|
| BILLING ADJ-LATE PENALTY | 1 | 7.62 | 7.62 |
| Subtotal Other Charges & Credits | | | \$7.62 |

The Account charges shown above are being billed on behalf of SALINA-SPAVINAW TELEPHONE CO. 1-800-722-3450

Current Telephone Service

Non-Payment of charges noted with an asterisk (*) may result in disconnection of your local telephone service

Telephone No. [REDACTED]

Monthly Charges Service

| Service | Qty | Amount | Total |
|--|-----|--------|-------|
| Charges for 05/01/11-05/31/11 | | | |
| * FED UNIVERSAL SVC CHG-SINGLE LINE ACCESS | 1 | 0.97 | 0.97 |
| * OKLA-STATE SURCHARGES | 1 | 0.07 | 0.07 |
| * OKLA HEARING IMPAIRED SURCHARGE | 1 | 0.05 | 0.05 |
| * TRS SURCHARGE | 1 | 0.07 | 0.07 |
| * EAS (PRYOR) RESIDENCE | 1 | 1.33 | 1.33 |
| * MAYES CO 911-RESIDENCE | 1 | 0.73 | 0.73 |
| * LOCAL ACCESS RESIDENCE | 1 | 11.10 | 11.10 |
| * 900 BLOCK INITIAL REQUEST | 1 | 0.00 | 0.00 |
| * 3RD NO. RESTRICTION | 1 | 0.00 | 0.00 |
| * MAINTENANCE PLAN-RESIDENCE | 1 | 1.50 | 1.50 |
| * PIC BLOCK-COMPLIMENTARY | 1 | 0.00 | 0.00 |
| * CALLER ID/CALL WAITING | 1 | 7.50 | 7.50 |
| * MCLWORLD.COM (0222) INTER | 1 | 0.00 | 0.00 |
| * MCLWORLD.COM (0222) INTRA | 1 | 0.00 | 0.00 |
| * FCC SINGLE LINE RESIDENCE | 1 | 6.50 | 6.50 |

Subtotal Monthly Charges **\$29.82**

The company you have chosen for your interLATA calls (long distance calls outside your local toll calling area) is MCL, a Verizon Company

The company you have chosen for your intraLATA calls (long distance calls inside your local toll calling area) is MCL, a Verizon Company

Taxes, Surcharges & Fees

| | Total |
|----------------------|-------|
| FED TAX 3% | 0.87 |
| STATE TAX 4.5% | 1.30 |
| SALINA CITY TAX 4% | 1.16 |
| MAYES CNTY TX 1.375% | 0.40 |

Subtotal Taxes, Surcharges & Fees **\$3.73**

The Telephone charges shown above are being billed on behalf of SALINA-SPAVINAW TELEPHONE CO. 1-800-722-3450

Invoice:

Service Summary

Sep 01, 2011
Page 2 of 6**Balance Forward**

Previous Bill
Payment made on Aug 3
Total payments through Aug 24

Balance Before Current Charges**\$ 0.00****Service Summary****Pine Business Telephone Service**

XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX
XXXXXXXXXX

| Recurring | Adj | Usage | Taxes Surcharges Fees | Subtotal |
|-----------|-----|-------|-----------------------------|----------|
| | | | | |

Subtotal Current Charges**Total Amount Due****Charge Detail****Pine Business Telephone Service (580-584-3329)****Recurring Charges (Sep 01 - Sep 30)**

| | |
|-------------------------|-------|
| * 1 Party Access Line | 22.00 |
| * Trs/Hearing Impaired | 0.07 |
| * Ok Surcharge | 0.05 |
| * Occ Fee | 0.04 |
| * Multi Line Fcc Access | 9.20 |

Taxes, Fees, and Surcharges

| | |
|------------------------------------|------|
| Broken Bow City Tax | 0.78 |
| Broken Bow Use Tax | 0.44 |
| Federal Excise Tax | 0.94 |
| Federal Universal Service Charge | 1.32 |
| McCurtain County E-911 Service Fee | 2.20 |
| McCurtain County Tax | 0.47 |
| Oklahoma State Tax | 1.41 |
| Oklahoma Universal Service Charge | 0.69 |

Total for 580-584-3329**Pine Business Telephone Service (580-584-3330)****Recurring Charges (Sep 01 - Sep 30)**

| | |
|-------------------------|-------|
| * 1 Party Access Line | 22.00 |
| * Voicemail | 7.00 |
| * Trs/Hearing Impaired | 0.07 |
| * Ok Surcharge | 0.05 |
| * Occ Fee | 0.04 |
| * Multi Line Fcc Access | 9.20 |
| Directory Header | 0.00 |
| Directory Advertising | 0.00 |

Usage Charges (thru Aug 20)

| | |
|--------------------|-------|
| Pine Long Distance | 14.00 |
|--------------------|-------|

Taxes, Fees, and Surcharges

| | |
|------------------------------------|------|
| Federal Universal Service Charge | 2.33 |
| McCurtain County E-911 Service Fee | 2.20 |
| Oklahoma Universal Service Charge | 0.69 |

Total for 580-584-3330**Pine Business Telephone Service (580-584-3331)****Recurring Charges (Sep 01 - Sep 30)**

| | |
|------------------------|-------|
| * 1 Party Access Line | 22.00 |
| * Trs/Hearing Impaired | 0.07 |
| * Ok Surcharge | 0.05 |

| | |
|--|--|
| s of Svc <input type="checkbox"/> And <input type="checkbox"/> OR <input type="checkbox"/> Include <input type="checkbox"/> Exclude | |
| OC&C ID (MW and SE Only) | |

| | |
|---|--|
| CIC (MCI or Sprint Invoice Only) or TCCID for End of Charges or Important Information (WEST Request Only) | |
| Text Code (for II Carrier Marketing Message 5 position code: NNNNN (WEST Request Only) | |

| Message Copy | |
|---|---------|
| 1 st line: Title -(All Caps) with a maximum of 20 characters including spaces | |
| 2 nd line: Message (Upper/Lower case): maximum of 6 lines | |
| ENGLISH | SPANISH |
| SURCHARGES AND FEES Effective 5/1/2011 the OK Relay Service and Equipment Fund surcharge is increasing from \$0.09 to \$0.12 per line per month. This surcharge consists of \$0.07 (previously \$0.04) for provision of telecommunications relay services and \$0.05 to fund the Telecommunications Equipment Fund for the deaf and hearing or speech-impaired persons. For more information please contact an AT&T Service Representative at the number listed on your bill. | |
| Special Instructions (Criteria or other requirements not handled by the form above) | |
| | |

Appeared on customer bills for April 2011

AT&T

| | | |
|--|--|----------|
| Company Billing Message Master Maintenance - View Record | Account XXXXXXXXXX XXXXXXXXXX XXXXXXXXXX | Pinnacle |
|--|--|----------|



Company Number: 1704 Pinnacle
Bill Date: 2011-05-01
State: OK
Service Class: R

Current Message Line 1: EFFECTIVE 5-1-2011 THE TRS SURCHARGE WILL BE
Current Message Line 2: INCREASING FROM \$0.04 TO \$0.07 PER MONTH.
Current Message Line 3:
Current Message Line 4:
Current Message Line 5:

Past Due Message Line 1: EFFECTIVE 5-1-2011 THE TRS SURCHARGE WILL BE
Past Due Message Line 2: INCREASING FROM \$0.04 TO \$0.07 PER MONTH.
Past Due Message Line 3:
Past Due Message Line 4:
Past Due Message Line 5:

Current/Past Due Message in Bold?: Y
Current/Past Due Message in Italics?: N

Extended
Message
Text:

Pinnacle Communications

<http://192.168.1.10:3030/jja/JJ0148.pgm?TASK=disp&rm=000000412&SmurfID=155888...> 9/21/2011

Appendix M:
Copy of the 2008 TRS Recertification Renewal Letter
from the FCC



Federal Communications Commission
Washington, D.C. 20554

July 16, 2008

RECEIVED

JUL 21 2008

OKLAHOMA TELEPHONE
ASSOCIATION

Oklahoma Telephone Association
Bob Stafford, Executive Director
301 N.W. 63rd Street, Suite 410
Oklahoma City, OK 73116

Re: Telecommunications Relay Services (TRS); Application No.: TRS-57-07; CG Docket No. 03-123

Dear Mr. Stafford:

Pursuant to Title IV of the Americans with Disabilities Act of 1990, section 225(f)(2) of the Communications Act of 1934, as amended, 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules, 47 C.F.R. § 64.606(b), the Application of the State of Oklahoma for certification of its Telecommunications Relay Services (TRS) program, Application No. TRS-57-07, is hereby **GRANTED**. On the basis of its application, the Consumer & Governmental Affairs Bureau (Bureau) has determined that:

- (1) the TRS program of the State of Oklahoma meets or exceeds all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules, 47 C.F.R. § 64.604;
- (2) the State of Oklahoma's program makes available adequate procedures and remedies for enforcing the requirements of the TRS program; and
- (3) the State of Oklahoma's TRS program in no way conflicts with federal law.

The Bureau also has determined that the State of Oklahoma's intrastate funding mechanism is labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606 of the Commission's rules, 47 C.F.R. § 64.606(d).

Because the Commission may adopt further changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of compliance with any new rules ultimately adopted by the Commission. The Commission will provide guidance to the states, U.S. territories, and the District of Columbia on demonstrating compliance with such rule changes.

This certification shall remain in effect for a five year period, beginning July 26, 2008, and ending on July 25, 2013, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2012, the State of Oklahoma may apply for renewal of its TRS program by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

Sincerely,

Thomas Chandler
Chief, Disability Rights Office
Consumer & Governmental Affairs Bureau



PUBLIC NOTICE

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

News Media Information 202-418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 08-1673
Released: July 16, 2008

NOTICE OF CERTIFICATION OF STATE TELECOMMUNICATIONS RELAY SERVICE (TRS) PROGRAMS

CG DOCKET NO. 03-123

Notice is hereby given that the applications for certification of Telecommunication Relay Services (TRS) programs of the states¹ listed below have been granted, pursuant to Title IV of the Americans with Disabilities Act (ADA), 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules.² On the basis of the state applications, the Consumer & Governmental Affairs Bureau (Bureau) has determined that:

- (1) The TRS program of the states meet or exceed all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules;³
- (2) The TRS programs of the listed states make available adequate procedures and remedies for enforcing the requirements of the state program; and
- (3) The TRS programs of the listed states in no way conflict with federal law.

The Bureau also has determined that, where applicable, the intrastate funding mechanisms of the listed states are labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606(d) of the Commission's rules.⁴

Because the Commission may adopt changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of compliance with any additional new rules that are adopted by the Commission. The Commission will provide guidance to the states on demonstrating compliance with such rule changes.

In response to the *Public Notice* released seeking comment on the applications for certification of state TRS programs,⁵ the Commission received 84 comments, all of which address Speech-to-Speech

¹ For purposes of this proceeding, the term "states" refers to states, U.S. territories, and the District of Columbia where applicable.

² 47 C.F.R. § 64.606(b).

³ 47 C.F.R. § 64.604.

⁴ 47 C.F.R. § 64.606(d).

⁵ *Applications for Certification as Certified State Telecommunications Relay Service (TRS) Programs Filed; Pleading Cycle Established for Comment on Applications*, CG Docket No. 03-123, Public Notice, DA 08-60 (Jan. 10, 2008).

(STS) outreach.⁶ As part of their applications for certification, states were required to submit specific examples of all outreach activities, including those targeted to users and receivers of STS services. We reviewed each of the outreach plans submitted by the states in conjunction with each of the applications listed below and found them to be in compliance with the Commission's requirements. The Bureau reminds states receiving certification herein of their continued obligation to engage in outreach activities, or to ensure that their contracted TRS providers conduct outreach in accordance with 47 C.F.R. § 64.604(c)(3).⁷

This certification, as conditioned herein, shall remain in effect for a five year period, beginning July 26, 2008, and ending July 25, 2013, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2012, the states may apply for renewal of their TRS program certification by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

STATES APPROVED FOR CERTIFICATION

File No: TRS-46-07
Alabama Public Service Commission
State of Alabama

File No: TRS-19-07
Department of Commerce
State of Alaska

File No: TRS-47-07
Arkansas Deaf and Hearing Impaired
State of Arkansas

File No: TRS-02-07
Commission for the Deaf and Hard of Hearing
State of Arizona

File No: TRS-32-07
California Public Utilities Commission
State of California

File No: TRS-23-07
Colorado Public Utilities Commission
State of Colorado

File No: TRS-48-07
Connecticut Department of Public Utility
State of Connecticut

File No: TRS-35-07
Delaware Public Service Commission
State of Delaware

⁶ Each comment was directed to a specific state program, and requested that the Commission review the STS outreach activities of the specified state prior to granting certification. The Commission received the following number of comments regarding the following states: California- 36, Colorado- 2, Georgia- 1, Hawaii- 4, Illinois- 5, Kansas- 2, Massachusetts- 1, Minnesota- 1, Montana- 5, Nebraska-1, New Jersey- 1, New Mexico- 1, New York- 3, Ohio- 2, Oregon- 2, Pennsylvania- 1, South Carolina- 2, South Dakota- 1, Vermont- 1, Virginia- 3, Washington- 1, Wisconsin- 8.

⁷ See 47 C.F.R. § 64.604(c)(3) Public Access to Information. This rule states, "[c]arriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible."

File No: TRS-49-07
Public Service Commission
District of Columbia

File No: TRS-51-07
Georgia Public Service Commission
State of Georgia

File No: TRS-43-07
Idaho Public Service Commission
State of Idaho

File No: TRS-08-07
Indiana Telephone Relay Access Corporation
State of Indiana

File No: TRS-07-07
Kansas Relay Services, Inc.
State of Kansas

File No: TRS-13-07
Louisiana Relay Administration Board
State of Louisiana

File No: TRS-33-07
Telecommunications Access of Maryland
State of Maryland

File No: TRS-54-07
Michigan Public Service Commission
State of Michigan

File No: TRS-55-07
Mississippi Public Service Commission
State of Mississippi

File No: TRS-56-07
Telecommunications Access Program
State of Montana

File No: TRS-25-07
Relay Nevada
State of Nevada

File No: TRS-45-07
New Jersey Board of Utilities
State of New Jersey

File No: TRS-16-07
New York State Department of Public Service
State of New York

File No: TRS-50-07
Florida Public Service Commission
State of Florida

File No: TRS-22-07
Hawaii Public Utilities Commission
State of Hawaii

File No: TRS-10-07
Illinois Commerce Commission
State of Illinois

File No: TRS-03-07
Iowa Utilities Board
State of Iowa

File No: TRS-52-07
Kentucky Public Service Commission
Commonwealth of Kentucky

File No: TRS-53-07
Maine Public Utilities Commission
State of Maine

File No: TRS-34-07
Department of Telecommunications and Energy
Commonwealth of Massachusetts

File No: TRS-39-07
Minnesota Department of Commerce
State of Minnesota

File No: TRS-15-07
Missouri Public Service Commission
State of Missouri

File No: TRS-40-07
Nebraska Public Service Commission
State of Nebraska

File No: TRS-42-07
New Hampshire Public Service Commission
State of New Hampshire

File No: TRS-14-07
Commission for the Deaf and Hard of Hearing
State of New Mexico

File No: TRS-30-07
Department of Health and Human Service
State of North Carolina

File No: TRS-12-07
Information Technology Department
State of North Dakota

File No: TRS-57-07
Oklahoma Telephone Association
State of Oklahoma

File No: TRS-58-07
Pennsylvania Bureau of Consumer Services
Commonwealth of Pennsylvania

File No: TRS-59-07
Division of Public Utilities and Carriers
State of Rhode Island

File No: TRS-60-07
Department of Human Services
State of South Dakota

File No: TRS-17-07
Texas Public Utility Commission
State of Texas

File No: TRS-09-07
Utah Public Service Commission
State of Utah

File No: TRS-04-07
Department of the Deaf and Hard of Hearing
Commonwealth of Virginia

File No: TRS-06-07
Public Service Commission of West Virginia
State of West Virginia

File No: TRS-18-07
Division of Vocational Rehabilitation
State of Wyoming

File No: TRS-37-07
Public Utilities Commission of Ohio
State of Ohio

File No: TRS-36-07
Oregon Public Utilities Commission
State of Oregon

File No: TRS-28-07
Telecommunications Regulatory Board
Puerto Rico

File No: TRS-11-07
South Carolina Office of Regulatory Staff
State of South Carolina

File No: TRS-20-07
Tennessee Regulatory Authority Services
State of Tennessee

File No: TRS-61-07
Virgin Islands Public Services Commission
U.S. Virgin Islands

File No: TRS-44-07
Vermont Department of Public Service
State of Vermont

File No: TRS-27-07
Office of the Deaf and Hard of Hearing
State of Washington

File No: TRS-01-07
Wisconsin Department of Administration
State of Wisconsin

The full text of this document and filings will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, S.W., Room CY-A257, Washington, D.C. 20554. These documents and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor at, Portals II, 445 12th Street, S.W., Room CY-B402, Washington, D.C. 20554. Customers may contact the duplicating contractor at their website: www.bcpweb.com or call 1-800-378-3160. Filings may also be viewed on the Consumer & Governmental Affairs Bureau's, Disability Rights Office homepage at http://www.fcc.gov/cgb/dro/trs_by_state.html.

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/cgb/dro>.

For further information regarding this *Public Notice*, contact Diane Mason, Consumer and Governmental Affairs Bureau, Disabilities Rights Office (202) 418-7126 (voice), (202) 418-7828 (TTY), or e-mail Diane.Mason@fcc.gov.

- FCC -

Appendix N:
**Copy of the letter notifying the FCC of substantive
changes to the TRS program**



mailed USPS.

September 19, 2011

Mr. Thomas Chandler
Chief, Disability Rights Office
Federal Communications Commission
9300 East Hampton
Capitol Heights MD 20743

Dear Mr. Chandler:

Pursuant to 64.605(f), this is to inform you of substantive changes in the Oklahoma Telecommunications Relay Service (TRS) program. The changes are as follows:

1. A new agreement for the provision of telephone relay service in Oklahoma has been executed with Sprint Communications Company, L.P. for the period of November 15, 2012 through November 14, 2016.
2. New rates, pursuant to the new contract for TRS service and for CapTel services.
3. Outreach - Sprint will provide a dedicated outreach budget to increase awareness and familiarity of Relay Oklahoma among the users of the service as well as other citizens and businesses. During the term of this Agreement, Sprint will provide at \$50,000 annual outreach budget dedicated to Relay Oklahoma in addition to providing the services of an Account Manager to serve the outreach needs for the State. This is an increase of \$10,000 annually from the previous contract.

The OTA certifies that the Oklahoma TRS program continues to meet federal minimum standards.

Sincerely,

Bob Stafford
Executive Vice President

3800 N. Classen Blvd, Suite 215, Oklahoma City, OK 73118
Tel: 405-525-7700 Fax: 405-525-7707 E-mail: ota@brightok.net